

? show files;ds

File 15:ABI/Inform(R) 1971-2007/Dec 17
(c) 2007 ProQuest Info&Learning
File 16:Gale Group PROMT(R) 1990-2007/Dec 12
(c) 2007 The Gale Group
File 148:Gale Group Trade & Industry DB 1976-2007/Dec 07
(c)2007 The Gale Group
File 160:Gale Group PROMT(R) 1972-1989
(c) 1999 The Gale Group
File 275:Gale Group Computer DB(TM) 1983-2007/Dec 14
(c) 2007 The Gale Group
File 621:Gale Group New Prod.Annou.(R) 1985-2007/Dec 07
(c) 2007 The Gale Group
File 9:Business & Industry(R) Jul/1994-2007/Dec 11
(c) 2007 The Gale Group
File 20:Dialog Global Reporter 1997-2007/Dec 18
(c) 2007 Dialog
File 476:Financial Times Fulltext 1982-2007/Dec 18
(c) 2007 Financial Times Ltd
File 610:Business Wire 1999-2007/Dec 18
(c) 2007 Business Wire.
File 613:PR Newswire 1999-2007/Dec 18
(c) 2007 PR Newswire Association Inc
File 24:CSA Life.Sciences Abstracts 1966-2007/Aug
(c) 2007 CSA.
File 634:San Jose Mercury Jun 1985-2007/Dec 14
(c) 2007 San Jose Mercury News
File 636:Gale Group Newsletter DB(TM) 1987-2007/Dec 17
(c) 2007 The Gale Group
File 810:Business Wire 1986-1999/Feb 28
(c) 1999 Business Wire
File 813:PR Newswire 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc
File 13:BAMP 2007/Dec W3
(c) 2007 The Gale Group
File 75:TGG Management Contents(R) 86-2007/Dec W1
(c) 2007 The Gale Group
File 95:TEME-Technology & Management 1989-2007/Dec W3
(c) 2007 FIZ TECHNIK
File 348:EUROPEAN PATENTS 1978-2007/ 200750
(c) 2007 European Patent Office
File 349:PCT FULLTEXT 1979-2007/UB=20071213UT=20071106
(c) 2007 WIPO/Thomson

Set	Items	Description
S1	479352	SALESPERSON OR SALES() (STAFF OR PERSON OR PEOPLE OR REP OR REPS OR REPRESENTATIVE? ?)
S2	37691	S1(6N) (ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIF-IES OR NOTIFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNI-CAT?)
S3	1237065	(CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (10N) (-ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIFIES OR NOT-IFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNICAT?)
S4	3282	S3(10N) (BOSS OR SUPERVISOR? ? OR UPPER()MANAGEMENT OR EML- OYER? ?)
S5	1673015	(SELECT? OR PICK? OR HELP? OR ASSIST? ? OR ASSISTING OR CH- OOSE? OR CHOOSING) (6N) (ITEM? ? OR PRODUCT? ? OR GOODS OR MERC- HANDISE)
S6	95345	(CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (6N) (C- OMPLAINT? ? OR COMPLAIN OR COMPLAINS OR UNHAPPY OR UN()HAPPY - OR ESCALATE? ?)

?
 PLEASE ENTER A COMMAND OR BE LOGGED OFF IN 5 MINUTES
 ? ds

Set	Items	Description
S1	479352	SALESPERSON OR SALES() (STAFF OR PERSON OR PEOPLE OR REP OR REPS OR REPRESENTATIVE? ?)
S2	37691	S1(6N) (ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIF-IES OR NOTIFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNI-CAT?)
S3	1237065	(CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (10N) (-ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIFIES OR NOT-IFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNICAT?)
S4	3282	S3(10N) (BOSS OR SUPERVISOR? ? OR UPPER()MANAGEMENT OR EMPL-OYER? ?)
S5	1673015	(SELECT? OR PICK? OR HELP? OR ASSIST? ? OR ASSISTING OR CH-OOSE? OR CHOOSING) (6N) (ITEM? ? OR PRODUCT? ? OR GOODS OR MERC-HANDISE)
S6	95345	(CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (6N) (C-OMPLAINT? ? OR COMPLAIN OR COMPLAINS OR UNHAPPY OR UN()HAPPY -OR ESCALATE? ?)

? show files

File 15:ABI/Inform(R) 1971-2007/Dec 17
 (c) 2007 ProQuest Info&Learning
 File 16:Gale Group PROMT(R) 1990-2007/Dec 12
 (c) 2007 The Gale Group
 File 148:Gale Group Trade & Industry DB 1976-2007/Dec 07
 (c)2007 The Gale Group
 File 160:Gale Group PROMT(R) 1972-1989
 (c) 1999 The Gale Group
 File 275:Gale Group Computer DB(TM) 1983-2007/Dec 14
 (c) 2007 The Gale Group
 File 621:Gale Group New Prod.Annou.(R) 1985-2007/Dec 07
 (c) 2007 The Gale Group
 File 9:Business & Industry(R) Jul/1994-2007/Dec 11
 (c) 2007 The Gale Group
 File 20:Dialog Global Reporter 1997-2007/Dec 18
 (c) 2007 Dialog
 File 476:Financial Times Fulltext 1982-2007/Dec 18
 (c) 2007 Financial Times Ltd
 File 610:Business Wire 1999-2007/Dec 18
 (c) 2007 Business Wire.
 File 613:PR Newswire 1999-2007/Dec 18
 (c) 2007 PR Newswire Association Inc
 File 24:CSA Life Sciences Abstracts 1966-2007/Aug
 (c) 2007 CSA.
 File 634:San Jose Mercury Jun 1985-2007/Dec 14
 (c) 2007 San Jose Mercury News
 File 636:Gale Group Newsletter DB(TM) 1987-2007/Dec 17
 (c) 2007 The Gale Group
 File 810:Business Wire 1986-1999/Feb 28
 (c) 1999 Business Wire
 File 813:PR Newswire 1987-1999/Apr 30
 (c) 1999 PR Newswire Association Inc
 File 13:BAMP 2007/Dec W3
 (c) 2007 The Gale Group
 File 75:TGG Management Contents(R) 86-2007/Dec W1
 (c) 2007 The Gale Group
 File 95:TEME-Technology & Management 1989-2007/Dec W3
 (c) 2007 FIZ TECHNIK
 File 348:EUROPEAN PATENTS 1978-2007/ 200750

(c) 2007 European Patent Office
 File 349:PCT FULLTEXT 1979-2007/UB=20071213UT=20071106
 (c) 2007 WIPO/Thomson

? ds

Set	Items	Description
S1	479352	SALESPERSON OR SALES() (STAFF OR PERSON OR PEOPLE OR REP OR REPS OR REPRESENTATIVE? ?)
S2	37691	S1(6N) (ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIFIES OR NOTIFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNICAT?)
S3	1237065	(CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (10N) (-ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIFIES OR NOTIFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNICAT?)
S4	3282	S3(10N) (BOSS OR SUPERVISOR? ? OR UPPER()MANAGEMENT OR EMPLOYER? ?)
S5	1673015	(SELECT? OR PICK? OR HELP? OR ASSIST? ? OR ASSISTING OR CHOOSE? OR CHOOSING) (6N) (ITEM? ? OR PRODUCT? ? OR GOODS OR MERCHANDISE)
S6	95345	(CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (6N) (COMPLAINT? ? OR COMPLAIN OR COMPLAINS OR UNHAPPY OR UN()HAPPY -OR ESCALATE? ?)

? s s2(100n)s4(100n)s5
 S7 0 S2(100N)S4(100N)S5
 ? s s2(100n)s4(100n)s6
 S8 0 S2(100N)S4(100N)S6
 ? s s2 and s4 and s5
 S9 13 S2 AND S4 AND S5
 ? s s2 and s4 and s6
 S10 5 S2 AND S4 AND S6
 ? ds

Set	Items	Description
S1	479352	SALESPERSON OR SALES() (STAFF OR PERSON OR PEOPLE OR REP OR REPS OR REPRESENTATIVE? ?)
S2	37691	S1(6N) (ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIFIES OR NOTIFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNICAT?)
S3	1237065	(CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (10N) (-ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIFIES OR NOTIFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNICAT?)
S4	3282	S3(10N) (BOSS OR SUPERVISOR? ? OR UPPER()MANAGEMENT OR EMPLOYER? ?)
S5	1673015	(SELECT? OR PICK? OR HELP? OR ASSIST? ? OR ASSISTING OR CHOOSE? OR CHOOSING) (6N) (ITEM? ? OR PRODUCT? ? OR GOODS OR MERCHANDISE)
S6	95345	(CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (6N) (COMPLAINT? ? OR COMPLAIN OR COMPLAINS OR UNHAPPY OR UN()HAPPY -OR ESCALATE? ?)
S7	0	S2(100N)S4(100N)S5
S8	0	S2(100N)S4(100N)S6
S9	13	S2 AND S4 AND S5
S10	5	S2 AND S4 AND S6
? s s1(100n)s3(100n)s5		
S11	1017	S1(100N)S3(100N)S5

? ds

Set	Items	Description
S1	479352	SALESPERSON OR SALES() (STAFF OR PERSON OR PEOPLE OR REP OR REPS OR REPRESENTATIVE? ?)
S2	37691	S1(6N) (ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIFIES OR NOTIFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNICAT?)

```

      IES OR NOTIFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNI-
      CAT?)
S3    1237065 (CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (10N) (-
      ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIFIES OR NOT-
      IFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNICAT?)
S4    3282    S3(10N) (BOSS OR SUPERVISOR? ? OR UPPER()MANAGEMENT OR EML-
      OYER? ?)
S5    1673015 (SELECT? OR PICK? OR HELP? OR ASSIST? ? OR ASSISTING OR CH-
      OOSE? OR CHOOSING) (6N) (ITEM? ? OR PRODUCT? ? OR GOODS OR MERC-
      HANDISE)
S6    95345 (CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (6N) (C-
      OMPLAINT? ? OR COMPLAIN OR COMPLAINS OR UNHAPPY OR UN()HAPPY -
      OR ESCALATE? ?)
S7      0    S2(100N)S4(100N)S5
S8      0    S2(100N)S4(100N)S6
S9     13    S2 AND S4 AND S5
S10     5    S2 AND S4 AND S6
S11    1017  S1(100N)S3(100N)S5
? s s6(100n)s11
   S12     17  S6(100N)S11
? s s9 or s10 or s12
   S13     33  S9 OR S10 OR S12
? rd

```

>>>Duplicate detection is not supported for File 348.

>>>Duplicate detection is not supported for File 349.

>>>Records from unsupported files will be retained in the RD set.

```

   S14     27  RD (unique items)
? s s14 from 348,349
   S15      1  S14 FROM 348,349
? show files;ds
File 15:ABI/Inform(R) 1971-2007/Dec 17
      (c) 2007 ProQuest Info&Learning
File 16:Gale Group PROMT(R) 1990-2007/Dec 12
      (c) 2007 The Gale Group
File 148:Gale Group Trade & Industry DB 1976-2007/Dec 07
      (c) 2007 The Gale Group
File 160:Gale Group PROMT(R) 1972-1989
      (c) 1999 The Gale Group
File 275:Gale Group Computer DB(TM) 1983-2007/Dec 14
      (c) 2007 The Gale Group
File 621:Gale Group New Prod.Annou.(R) 1985-2Q07/Dec 07
      (c) 2007 The Gale Group
File   9:Business & Industry(R) Jul/1994-2007/Dec 11
      (c) 2007 The Gale Group
File  20:Dialog Global Reporter 1997-2007/Dec 18
      (c) 2007 Dialog
File 476:Financial Times Fulltext 1982-2007/Dec 18
      (c) 2007 Financial Times Ltd
File 610:Business Wire 1999-2007/Dec 18
      (c) 2007 Business Wire.
File 613:PR Newswire 1999-2007/Dec 18
      (c) 2007 PR Newswire Association Inc.
File  24:CSA Life Sciences Abstracts 1966-2007/Aug
      (c) 2007 CSA.
File 634:San Jose Mercury Jun 1985-2007/Dec 14
      (c) 2007 San Jose Mercury News
File 636:Gale Group Newsletter DB(TM) 1987-2007/Dec 17
      (c) 2007 The Gale Group

```

File 810:Business Wire 1986-1999/Feb 28
 (c) 1999 Business Wire
 File 813:PR Newswire 1987-1999/Apr 30
 (c) 1999 PR Newswire Association Inc.,
 File 13:BAMP 2007/Dec W3
 (c) 2007 The Gale Group
 File 75:TGG Management Contents(R) 86-2007/Dec W1
 (c) 2007 The Gale Group
 File 95:TEME-Technology & Management 1989-2007/Dec W3
 (c) 2007 FIZ TECHNIK
 File 348:EUROPEAN PATENTS 1978-2007/ 200750
 (c) 2007 European Patent Office
 File 349:PCT FULLTEXT 1979-2007/UB=20071213UT=20071106
 (c) 2007 WIPO/Thomson

Set	Items	Description
S1	479352	SALESPERSON OR SALES() (STAFF OR PERSON OR PEOPLE OR REP OR REPS OR REPRESENTATIVE? ?)
S2	37691	S1(6N) (ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIF-IES OR NOTIFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNI-CAT?)
S3	1237065	(CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (10N) (-ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIFIES OR NOT-IFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNICAT?)
S4	3282	S3(10N) (BOSS OR SUPERVISOR? ? OR UPPER()MANAGEMENT OR EMPL-OYER? ?)
S5	1673015	(SELECT? OR PICK? OR HELP? OR ASSIST? ? OR ASSISTING OR CH-OOSE? OR CHOOSING) (6N) (ITEM? ? OR PRODUCT? ? OR GOODS OR MERC-HANDISE)
S6	95345	(CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (6N) (C-OMPLAINT? ? OR COMPLAIN OR COMPLAINS OR UNHAPPY OR UN()HAPPY -OR ESCALATE? ?)
S7	0	S2(100N)S4(100N)S5
S8	0	S2(100N)S4(100N)S6
S9	13	S2 AND S4 AND S5
S10	5	S2 AND S4 AND S6
S11	1017	S1(100N)S3(100N)S5
S12	17	S6(100N)S11
S13	33	S9 OR S10 OR S12
S14	27	RD (unique items)
S15	1	S14 FROM 348,349

? set hi off

HILIGHT set off

? set hi on

HILIGHT set on as ' '

? show files:ds

File 15:ABI/Inform(R) 1971-2007/Dec 17
 (c) 2007 ProQuest Info&Learning
 File 16:Gale Group PROMT(R) 1990-2007/Dec 12
 (c) 2007 The Gale Group
 File 148:Gale Group Trade & Industry DB 1976-2007/Dec 07
 (c) 2007 The Gale Group
 File 160:Gale Group PROMT(R) 1972-1989
 (c) 1999 The Gale Group
 File 275:Gale Group Computer DB(TM) 1983-2007/Dec 14
 (c) 2007 The Gale Group
 File 621:Gale Group New Prod.Annou.(R) 1985-2007/Dec 07
 (c) 2007 The Gale Group
 File 9:Business & Industry(R) Jul/1994-2007/Dec 11
 (c) 2007 The Gale Group
 File 20:Dialog Global Reporter 1997-2007/Dec 18

(c) 2007 Dialog
 File 476:Financial Times Fulltext 1982-2007/Dec 18
 (c) 2007 Financial Times Ltd
 File 610:Business Wire 1999-2007/Dec 18
 (c) 2007 Business Wire.
 File 613:PR Newswire 1999-2007/Dec 18
 (c) 2007 PR Newswire Association Inc
 File 24:CSA Life Sciences Abstracts 1966-2007/Aug
 (c) 2007 CSA.
 File 634:San Jose Mercury Jun 1985-2007/Dec 14
 (c) 2007 San Jose Mercury News
 File 636:Gale Group Newsletter DB(TM) 1987-2007/Dec 17
 (c) 2007 The Gale Group
 File 810:Business Wire 1986-1999/Feb 28
 (c) 1999 Business Wire
 File 813:PR Newswire 1987-1999/Apr 30
 (c) 1999 PR Newswire Association Inc
 File 13:BAMP 2007/Dec W3
 (c) 2007 The Gale Group
 File 75:TGG Management Contents(R) 86-2007/Dec W1
 (c) 2007 The Gale Group
 File 95:TEME-Technology & Management 1989-2007/Dec W3
 (c) 2007 FIZ TECHNIK
 File 348:EUROPEAN PATENTS 1978-2007/ 200750
 (c) 2007 European Patent Office
 File 349:PCT FULLTEXT 1979-2007/UB=20071213UT=20071106
 (c) 2007 WIPO/Thomson

Set	Items	Description
S1	479352	SALESPERSON OR SALES() (STAFF OR PERSON OR PEOPLE OR REP OR REPS OR REPRESENTATIVE? ?)
S2	37691	S1(6N) (ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIFIES OR NOTIFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNICAT?)
S3	1237065	(CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (10N) (-ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIFIES OR NOTIFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNICAT?)
S4	3282	S3(10N) (BOSS OR SUPERVISOR? ? OR UPPER()MANAGEMENT OR EMPLOYER? ?)
S5	1673015	(SELECT? OR PICK? OR HELP? OR ASSIST? ? OR ASSISTING OR CHOOSE? OR CHOOSING) (6N) (ITEM? ? OR PRODUCT? ? OR GOODS OR MERCHANDISE)
S6	95345	(CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (6N) (COMPLAINT? ? OR COMPLAIN OR COMPLAINS OR UNHAPPY OR UN()HAPPY -OR ESCALATE? ?)
S7	0	S2(100N)S4(100N)S5
S8	0	S2(100N)S4(100N)S6
S9	13	S2 AND S4 AND S5
S10	5	S2 AND S4 AND S6
S11	1017	S1(100N)S3(100N)S5
S12	17	S6(100N)S11
S13	33	S9 OR S10 OR S12
S14	27	RD (unique items)
S15	1	S14 FROM 348,349
? t14/3,k/all		

14/3,K/1 (Item 1 from file: 15)
 DIALOG(R)File 15:ABI/Inform(R)
 (c) 2007 ProQuest Info&Learning. All rts. reserv.
 03268449 1327028831

ESCALATE BROADENS RETAIL CUSTOMER BASE

O'Heir, Jeff

Dealerscope v49n8 PP: 74 Aug 2007

ISSN: 1534-4711 JRNL CODE: DEA

WORD COUNT: 653

ABSTRACT: Escalate Retail, a developer of retail customer relationship and customer experience management solutions, is finding a broader audience for its Relationship Marketing and Clienteling applications as it adds new functions and features...

...as well as buying habits, via e-mail, point-of-sale applications and hand-held devices. Some of the new features include better in-store product search capabilities to help retailers cross sell additional products; tighter integration with back-office operations such as call centers; deeper customer information, which includes key scripts that sales people can follow to develop closer customer relationships, and broader notification tools.

TEXT: Adds new features and functions to improve consumer loyalty

Escalate Retail, a developer of retail customer relationship and customer experience management solutions, is finding a broader audience for its Relationship Marketing and Clienteling applications as it adds new functions and features...

...birthdays, address changes, as well as buying habits, via e-mail, point-of-sale applications and hand-held devices. Relationship Marketing automatically determines the best communication for each customer across channels and then tracks response and conversion rates. The tool can help determine in realtime the best Web page, call center script or POS...

...architecture to provide more real-time services and give consistent capabilities across multi channels," he said.

Some of the new features include better in-store product search capabilities to help retailers cross sell additional products; tighter integration with back-office operations such as call centers; deeper customer information, which includes key scripts that sales people can follow to develop closer customer relationships, and broader notification tools. "The entirety of the customer experience drives sales," Dean said. "Retailers are finding increasing value in designing strategies that span their channels and incorporate customer intelligence."

Escalate, which formed last year through the merger of Floridabased Ecometry and GERS, based in California, targets retail and direct marketing companies with sales ranging from...

14/3,K/2 (Item 2 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2007 ProQuest Info&Learning. All rts. reserv.

02393154 136901981

When does trust matter? Antecedents and contingent effects of supervisee trust on performance in selling new products in China and the United States
Atuahene-Gima, Kwaku; Li, Haiyang

Journal of Marketing v66n3 PP: 61-81 Jul 2002

ISSN: 0022-2429 JRNL CODE: JMK

WORD COUNT: 14501

...TEXT: refers to the extent to which the supervisor is available to meet and interact with the salesperson (e.g., making joint sales calls with the **salesperson**). It reflects the degree of personal **communication** and interaction frequency between them. Frequent communication between partners in an exchange relationship fosters trust because it provides opportunities to resolve disputes, thereby aligning the...

...facilitate a sense of understanding and even similarity, which increases the partners' confidence in the relationship (Anderson and Weitz 1989, p. 314). Thus, by enhancing **communication**, supervisor accessibility reduces the **salesperson's** performance risk because it allows for due consideration of the salesperson's problems and views in selling (see Oliver and Anderson 1994). In other...role ambiguity (e.g., lack of clarity about what services to provide to customers, what company strengths to emphasize to customers, and how to handle **customer** objections) hinders supervisee trust because it reflects a lack of **communication** and understanding between the **salesperson** and the **supervisor** about the role requirements of the salesperson. It undermines the supervisor-salesperson relationship by creating conflicts over goals and the tactics to achieve them, because...in a two-step approach recommended by Anderson and Gerbing (1988). First, we conducted exploratory factor analysis to assess the underlying factor structure of the **items**. This analysis also **helped** us assess the potential problem of common method variance with Harman's one-factor method (Podsakoff and Organ 1986). The results indicated that the first...

14/3,K/3 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2007 ProQuest Info&Learning. All rts. reserv.

02317576 109031558
Five solutions to thaw February's frost
Anonymous
Customer Inter@Ction Solutions v20n8 PP: 12-13+ Feb 2002
JRNL CODE: TLM
WORD COUNT: 1835

...TEXT: preconfigured so that companies can customize the materials to include its specific, proprietary information.

Contact Center SolutionSets comes in three tracks, one each for agents, **supervisors** and managers, and provides six learning modules: core **contact** center skills; **customer** service skills; inside sales skills; technical support/help desk skills; **contact** center systems and desktop training; and **client** -- specific content. To provide content for the modules, SmartForce consulted with more than 35 contact centers and the courses were developed under the guidance of...

...Web, email, a CRM system, a sales force automation record, and yet, as an agent on the front lines dealing with a customer or a **salesperson** trying to update a **contact**, that means opening up several different, and sometimes incompatible, programs to re-enter or utilize the same information.

To provide an answer to real-time...

...to CSPs' agent and reseller networks,

According to Kevin Martini, vice president of marketing at TeleGea, CSPs

can use Emporium Enterprise to test out new **products** and services before launch, therefore **helping** to drive speed-to-market. And speaking of speed-to-market, TeleGea also announced its JumpStart program, which provides the Enterprise platform on a hosted...

14/3,K/4 (Item 4 from file: 15)
DIALOG(R) File 15:ABI/Inform(R)
(c) 2007 ProQuest Info&Learning. All rts. reserv.

02237500 84500589
Contextual influences and the adoption and practice of relationship selling in a business-to-business setting: An exploratory study
Beverland, Michael
Journal of Personal Selling & Sales Management v21n3 PP: 207-215 Summer 2001
ISSN: 0885-3134 JRNL CODE: JPN
WORD COUNT: 7120

...TEXT: So, visits have to be a regular part of the customer's calendar or business cycle.

Building and maintaining successful relationships also required that the **salesperson** find out what the client wants and how much intimacy the customer requires. There was no "one size fits all" approach. The interviewees also noted...

...will keep his business, not just me. People will always move on, so you need to build the commitment between the companies."

Apart from constant **contact** and understanding the **customer's** needs, providing high levels of service, maintaining high consistency, displaying integrity, practicing good selling techniques, sharing **product** knowledge and **helping** the customer to sell the **product** more successfully were seen as behaviors that maintained relationships. As one interviewee noted, "If you **help** the customer sell your **product** and increase their profit, they will see you and the relationship as an asset."

Salespeople also required a number of key traits or skills in...

...planning skills, experience in selling, ability to make decisions, compassion and humility. The sales managers also stated that they were too small to train up **sales staff** in selling techniques, salespeople they employed needed selling experience first and foremost. Knowledge about the product could be provided by the company.

What actions can...

...a few close calls.2 If there was a problem, the response was to send in someone senior in the company to deal with the **customer's** **complaints**. Depending on the **customer** this other person may be the sales manager, company manager or chairman. This technique was seen as very effective. It was argued that sending in...

14/3,K/5 (Item 5 from file: 15)
DIALOG(R) File 15:ABI/Inform(R)
(c) 2007 ProQuest Info&Learning. All rts. reserv.

01877243 05-28235

Vendors add to their CRM offerings

Sweat, Jeff
Informationweek n749 PP: 20 Aug 23, 1999
ISSN: 8750-6874 JRNL CODE: IWK
WORD COUNT: 407

...TEXT: front-office portfolio last week by acquiring sales configuration software vendor Newtonian Software Inc. for \$16.5 million in stock and cash.

Newtonian's SalesMechanix product helps salespeople configure and price complex products and services on the spot for customers, improving their ability to sell. Another Newtonian product, eMechanix, extends those same capabilities to a company's customers...

...simplifies system administration and upgrades and joins customer data with product sales information, says Bob Wirth, IT services manager at AG Communications. For example, a salesperson generating a proposal can see what products and warranties a customer has purchased and what service complaints the customer has made, then tailor the offer accordingly. "Knowing what problems exist with a customer will affect the way a salesperson interfaces with that customer," Wirth says.

Aspect Communications Inc., a company with roots in the call-center market that's moving into CRM, has also bolstered its offerings with a pair of products...

...data from different sources such as call centers, E-mail, relational databases, and CRM packages. The data mart, when coupled with the Aspect Portal CRM product, will help businesses analyze patterns in customer calls and demands. Pricing for Aspect Customer DataMart, available at the end of next month, will start at \$100,000...

14/3,K/6 (Item 6 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2007 ProQuest Info&Learning. All rts. reserv.

01811178 04-62169

Exploring dispatcher communication effectiveness: Implications for retaining drivers in the trucking industry
Ozment, John; Keller, Scott
Journal of Managerial Issues v11n1 PP: 94-109 Spring 1999
ISSN: 1045-3695 JRNL CODE: JML
WORD COUNT: 5926

...TEXT: suggest a responsiveness by the service provider, but have yet to focus on the service provider's sensitivity to acknowledge the "voice" of the internal customer. Managers may be aware of the complaints of those exiting but to what extent does this sensitivity induce manager responsiveness? The next section identifies the driver retention literature and brings to the...drivers is conducted in a similar manner. Perhaps, this intercommunication is comparable to the exchange process between a traveling salesperson and his or her office supervisor. In each of these situations the primary customer contact, the driver or salesperson, must rely on the dispatcher or office supervisor for critical information and support while in the field. It is this communication that promotes our particular...success with samples over 50 subjects, it is suggested that sample size exceed 100 (Fornell, 1983). Lastly, by studying the development and dissemination of internal customer complaints, perhaps, firms will

gain a better understanding of the importance of proactive responsiveness for the encouragement of relationship marketing, both internal and external.

(Table Omitted...

...Practice: A Review and Recommended Two-Step Approach." Psychological Bulletin 103 (3): 411- 423.

Bearden, William O. and Jesse E. Teel. 1983. "Selected Determinants of Consumer Satisfaction and Complaint Reports." Journal of Marketing Research 20 (February): 21-28.

Reference:

Beilock, Richard and Russell B. Capelle. 1990. "Occupational Loyalties Among Truck Drivers." Transportation Journal 29...

14/3,K/7 (Item 7 from file: 15)
DIALOG(R) File 15:ABI/Inform(R)
(c) 2007 ProQuest Info&Learning. All rts. reserv.

00546284 91-20629

Whipping the "Warranty Factor"

Cope, Stephen D., II; Pelletier, Richard
Sales & Marketing Management v143n4 PP: 105-106 Apr 1991
ISSN: 0163-7517 JRNL CODE: SAL
WORD COUNT: 1343

...TEXT: satisfaction should help get you moving in the right direction. The first few points, incidentally, require little more than minor training and positive reinforcement from upper management:

* Educate all your customer contact people to "think quality."
Remember, your contact people are more than just your sales staff : Receptionists, accounts receivable, customer service, and other employees also have important contacts with customers. A simple "Hello, glad you called" on the part of a...

...nasty letters because they have nothing better to do. Your customer purchased your product because it was perceived to be a fair exchange. If a complaint arises, let the customer know that you offer a quality product that normally performs very well. Remember to listen first to the customer's whole complaint. After all, if the customer was really angry, he would already have thrown out your product and be talking to your competition.

* Written correspondence must prove you're human. Most...or some other unique thank-you gift to a customer you worked with to solve a difficult service challenge.

* Investigate a satisfaction guaranty on a product or service. Pick your best product and offer it with a 100% satisfaction guaranty. (If nothing else, this will get instant recognition from the manufacturing and quality control departments within your own company.) Make sure, though, that the product selected is big enough and popular enough to win you instant recognition. Do this and you'll be the talk of the next trade show.

* Be...

14/3,K/8 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2007 The Gale Group. All rts. reserv.

12641998 Supplier Number: 134921760 (USE FORMAT 7 FOR FULLTEXT)
Rotisserie heats up: the age-old rotisserie segment is getting new life as suppliers and retailers position different varieties of meat for slow roasting.(focus on rotisserie)

White, Lisa
The National Provisioner's Meat & Deli Retailer, v4, n4, p44(3)
May, 2005
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; General Trade
Word Count: 1094

... Perdue Farms furnishes point-of-sale materials; and Homeland Stores runs newspaper ads.

"We also encourage retailers to use colorful labels and cardboard straps to **help** differentiate the **products**," Perdue's Montuori notes.
"All the product bags and clear plastic domes **containing** rotisserie meats can be hard to distinguish."

As **consumer** interest in rotisserie meats **escalates**, product suppliers say they will continue to offer new varieties and flavors to sustain sales. Michael Thomason, a deli **sales representative** for Allen Family Foods, a Seaford, DE-based provider of fresh and frozen vacuum-packed poultry, says increases in chicken prices also may cause more
...

14/3,K/9 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2007 The Gale Group. All rts. reserv.

06582028 Supplier Number: 55528370 (USE FORMAT 7 FOR FULLTEXT)
Vendors Add To Their CRM Offerings -- Clarify Acquires Newtonian; Aspect Ships Software.(Company Business and Marketing)

Colkin, Jeff Sweat With Eileen
InformationWeek, p20
August 23, 1999
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Tabloid; General Trade
Word Count: 399

Newtonian's SalesMechanix **product helps** salespeople configure and price complex **products** and services on the spot for customers, improving their ability to sell. Another Newtonian product, eMechanix, extends those same capabilities to a company's customers...

...simplifies system administration and upgrades and joins customer data with product sales information, says Bob Wirth, IT services manager at AG Communications. For example, a **salesperson** generating a proposal can see what products and warranties a **customer** has purchased and what service **complaints** the **customer** has made, then tailor the offer accordingly.
"Knowing what problems exist with a customer will affect the way a **salesperson** interfaces with that **customer**," Wirth says.

Aspect Communications Inc., a company with roots in the call-center market that's moving into CRM, has also bolstered its offerings with a pair of products...

...data from different sources such as call centers, E-mail, relational databases, and CRM packages. The data mart, when coupled with the Aspect Portal CRM product, will help businesses analyze patterns in customer calls and demands. Pricing for Aspect Customer DataMart, available at the end of next month, will start at \$100,000...

14/3,K/10 (Item 3 from file: 16)
DIALOG(R) File 16:Gale Group PROMT(R)
(c) 2007 The Gale Group. All rts. reserv.

04725935 Supplier Number: 46957645 (USE FORMAT 7 FOR FULLTEXT)
NEED FOR CUSTOMER CARE INCREASES IN LINE WITH STAFF, COMPETITION GROWTH
Mobile Phone News, v14, n48, pN/A
Dec 9, 1996
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 576

Emeryville, Calif.-based Scopus Technology Inc. has a solution to prevent the break down in communication and customer care as well as a way to facilitate better management of customers' needs. The Scopus Telecom Central product provides the capability to track customers throughout...

...to automate the work flow and help representatives answer customers' questions, according to Jeff Bork, Scopus' vice president-marketing.

The software in the system also helps with product management and engineering by tracking what questions customers are asking. For example, the system can pick up on if a lot of customers are asking for a particular service, Bork said. The sales staff can take that list of customers and form a marketing plan targeted at those customers, he explained.

On the engineering side, Bork said, if a customer calls in to complain about poor call quality in a particular area, the system can generate a work ticket for the particular cell site in that area, reducing response...

14/3,K/11 (Item 1 from file: 148)
DIALOG(R) File 148:Gale Group Trade & Industry DB
(c)2007 The Gale Group. All rts. reserv.

15686629 SUPPLIER NUMBER: 99376187 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Comparing two attributional models of job performance in retail sales: a field study.

Silvester, Joanne; Patterson, Fiona; Ferguson, Eamonn
Journal of Occupational and Organizational Psychology, 76, 1, 115(18)
March, 2003
ISSN: 0963-1798 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 8440 LINE COUNT: 00812

... also possible, however, that in organizations where sales performance is emphasized over and above customer service (e.g. organizations that employ performance-related pay for sales people), the factor structure might differentiate more clearly between sales and service attributions. Again, further research involving different organizations and varying sales roles may add to our understanding of the cognitive factors that contribute to successful performance in sales people.

With respect to the second question ("Why are attributions for

positive outcomes better predictors of managers' ratings than attributions for negative outcomes?) two potential explanations...EU attributions for positive outcomes, but IC attributions for negative outcomes. Such a pattern would suggest that whilst the individual may feel less comfortable initiating **customer contact** and orchestrating sales, they might be more at ease dealing with **customer complaints** and potential conflict. Thus, the proactive behaviour central to sales and some aspects of customer service may be conceptually different from the psychological resilience and confidence required by **sales staff** in dealing

14/3,K/12 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2007 The Gale Group. All rts. reserv.

14383673 SUPPLIER NUMBER: 83679322 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Five solutions to thaw February's frost. (Technology Highlights). (Affinium
3 Suite, Kanisa 3.0, Contact Center SolutionSets) (Evaluation)
Customer Interaction Solutions, 20, 8, 12(4)
Feb, 2002
DOCUMENT TYPE: Evaluation ISSN: 1533-3078 LANGUAGE: English
RECORD TYPE: Fulltext
WORD COUNT: 1959 LINE COUNT: 00166

... preconfigured so that companies can customize the materials to include its specific, proprietary information.

Contact Center SolutionSets comes in three tracks, one each for agents, **supervisors** and managers, and provides six learning modules: core **contact center skills**; **customer service skills**; inside sales skills; technical support/help desk skills; **contact center systems** and desktop training; and **client** -specific content. To provide content for the modules, SmartForce consulted with more than 35 contact centers and the courses were developed under the guidance of...

...Web, email, a CRM system, a sales force automation record, and yet, as an agent on the front lines dealing with a customer or a **salesperson** trying to update a **contact**, that means opening up several different, and sometimes incompatible, programs to re-enter or utilize the same information.

To provide an answer to real-time...

...to CSPs' agent and reseller networks.

According to Kevin Martini, vice president of marketing at TeleGea, CSPs can use Emporium Enterprise to test out new **products** and services before launch, therefore **helping** to drive speed-to-market. And speaking of speed-to-market, TeleGea also announced its JumpStart program, which provides the Enterprise platform on a hosted...

14/3,K/13 (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2007 The Gale Group. All rts. reserv.

12747395 SUPPLIER NUMBER: 66528346 (USE FORMAT 7 OR 9 FOR FULL TEXT)
RELATING TO YOUR CUSTOMERS.
BORT, JULIE
ColoradoBiz, 27, 10, 52
Oct, 2000
ISSN: 1523-6366 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1981 LINE COUNT: 00160

... do customers report problems and satisfaction? If they report a problem, is the system for addressing that problem airtight? Can you identify and analyze similar complaints? If a customer expresses interest in a product to a field repair person, will that lead to sales?

* Choose a software product, or an outsourced service, to support the company's most pressing customer service goal.

A SPIDER WEB OF OPTIONS

With hundreds of CRM software products...

...A also buy service B. It then would help you launch a marketing campaign to make use of this data.

Operational CRM software assists with customer calls, e-mails and other communications. It integrates all messages into a single customer history.

The newest CRM category is eCRM, and it is used for e-business, such as personalizing web pages, online marketing campaigns and real-time web chat support.

You also can categorize products by what they do and for whom. Different products perform contact management for sales people, support for customer service reps or automated online marketing campaigns for e-business.

Then again, you might skip the prepackaged software altogether and build your own. This was...

14/3,K/14 (Item 4 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry*DB
(c)2007 The Gale Group. All rts. reserv.

12140945 SUPPLIER NUMBER: 61403956 (USE FORMAT 7 OR 9 FOR FULL TEXT)
ACCOUNTING TODAY TOP 100 SOFTWARE PRODUCTS 2000.
Accounting Today, 13, 22, 31
Dec 13, 1999
ISSN: 1044-5714 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 14629 LINE COUNT: 01477

... percent of price of license software; tech support -- 10 percent of price of license software.

Training: In class -- \$1,000; teletraining -- \$100-\$150 per module.

Customer contact : Tresa Tucker, marketing supervisor, (800) 647-3863; e-mail -- tresat@mip.com.

PAYROLL

While the Net is making payroll service bureaus ...Novell Network.

Pricing: Depends on configuration.

Maint./support: Annual fees -- 15 percent of license cost.

Training: \$295 per person per day, two days available.

Customer contact : Derek Ruel, sales rep, (800) 663-8663 ext. 314; e-mail -- DerekR@F9.com.

Seagate Info ...770

Maint./support: Tech support -- billed per call.

Training: N/A

Customer contact: Sales (800) 968-8900; e-mail -- sales@creativesolutions.com.

AuditVision

* CCH Inc.

Product assists in performing reviews, audits and compilations, and supports seven types of journal entries, fund accounting for tax-exempt clients, and consolidated corporations. Source journals, including...

14/3,K/15 (Item 5 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2007 The Gale Group. All rts. reserv.

11292212 SUPPLIER NUMBER: 55542118 (USE FORMAT 7 OR 9 FOR FULL TEXT)
When customer service goes bad....
Fleming, Mary M.K.
Business Horizons, 42, 4, 43(1)
July-August, 1999
ISSN: 0007-6813 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 8198 LINE COUNT: 00642

...ABSTRACT: organizations' reputations for customer service. One way to ensure that customer service is taken seriously by employees would be to have managers respond swiftly to **customer complaints**.
... eating at home were impossible. Entertainment was nonexistent. What was previously considered to be an inconvenience eventually became a nightmare.

During February and March, the **salesperson** stayed in **contact** with Nancy, telling her repeatedly that the material had not come in and the factory was uncertain when it would be manufactured. On April 6...

...or return his calls. Neither would the vice-president. In his last letter to the vice-president, Peter threatened legal action and the filing of **complaints** with **Consumer Protection** and the Attorney General. He also threatened to **notify his employer**, the Securities and Exchange Commission, and other appropriate regulatory ...must realize that the primary responsibility for providing satisfactory goods and services rests with their firm, not with customers forcing compliance. By the time a **consumer's complaint** is received, it is usually too late to retain the goodwill of the customer, especially if employees engage in "it's-you-against-me" conduct...the installation. The salesperson not only kept his promise, but also apologized to Mark and offered him a \$50 rebate for a future purchase of **selected items**. The installation was completed that afternoon to Mark's satisfaction. A report was filed with the warehouse manager to ensure that the erroneous merchandise was...

14/3,K/16 (Item 6 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2007 The Gale Group. All rts. reserv.

09971426 SUPPLIER NUMBER: 20113629 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Picking the best.(Accounting Today 1998 Top 100 Software Products)(includes related article on non-Top 100 accounting software packages and a directory to software vendors)
Accounting Today, v11, n22, p24(19)
Dec 15, 1997
ISSN: 1044-5714 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 16358 LINE COUNT: 01460

... final analysis, no matter how sophisticated the software or how heavily it is promoted, you, the practitioner, are the ultimate authority when it comes to **selecting The Top 100 Software Products**.

ACCOUNTING

Internet capability is emerging as one of the major new operating features in accounting software. Several vendors are gearing for the future with electronic...support: Annual fees -- 10 percent of current retail value; tech support -- annual unlimited support, 15 percent of retail.

Ginger R. DeMille ,

Training: \$900 for three day basic course.

Customer contact : Tresa Tucker, marketing supervisor , (800)
647-3863; e-mail -- info@mip.com
PAYROLL

In payroll packages, the breadth of capability appears to be more important than individual features. Practitioners...Maint./support: Annual fees -- 15 percent of license (F9 universal only); tech support -- \$150 annually.

Training: \$295 per person per day, two days available.

Customer contact : Derek Ruel, sales representative (800)
663-8663 ext. 314; e-mail -- drue@synex.com

FAS for Windows

* Best Software

Software, whose 22,000 users include more than 2,000...support: Annual fees -- 15 percent of license annually (F9 universal only); tech support -- \$150 annually.

Training: \$295 per person per day, two days available.

Customer contact: Derek Ruel, sales representative (800)
663-864 ext. 314; e-mail -- drue@synex.com

FRx

* FRx Software Corp.

The product interfaces with more than 20 leading accounting software systems...

...vice president/client services (303) 741-8000; e-mail --

sneshitt@frxsoft.com

R&R Report Writers

* Concentric Data Systems

The 8.0 version of this product can select, analyze, summarize and present information stored within virtually every leading database system including all versions of DBase, Fox Pro, Visual Fox pro (excluding DBC), Clipper...capabilities and introduction of a paperless review process.

Original release: 1979

Users: 30,000

Platforms: DOS; Windows 3.1, 95 and NT; Novell Netware.

Pricing: Contact vendor sales representative .

Maint./support: Annual fees -- N/A; tech support -- included with software license fee.

Training: Provided by vendor.

Customer contact: Sales (800) 765-7777; e-mail...

14/3,K/17 (Item 7 from file: 148)
DIALOG(R)File 148:Gale. Group Trade & Industry DB
(c)2007 The Gale Group. All rts. reserv.

04500908 SUPPLIER NUMBER: 08049130 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Third annual 1990 directory of human resources services, products and suppliers. (directory)

Personnel, v67, n1, p41(109)

Jan, 1990

DOCUMENT TYPE: directory ISSN: 0031-5702 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 105313 LINE COUNT: 10071

...ABSTRACT: of human resources services, products, and suppliers is presented. It includes listings for awards, benefits, consultants, human resources information systems, publishers recruitment, relocation, security, temporary help, training services, and products. An alphabetical listing is also provided.

... handcrafted awards proudly display
your company's name or logo as a symbol of
your firm's character, goals, and traditions.
Haltom also offers a **selection** of gift items
from world-class manufacturers.
Jeff Harwell, President
Hamilton Watch Co., Inc., Awards Division,
941 Wheatland Ave., Lancaster, PA 17604;
717-394-7163; 800-456-8463...Markets Division
Pierre Cardin Luggage & Totes, Premium, 80
Seaview Dr., Secaucus, NJ 07094;
201-348-8900
Contact: Mark VanderHoven, Marketing
Coordinator
Manufacturer of designer name **products** will
help you establish a self-liquidating program
which enables All your employees to
purchase merchandise at wholesale. Also
available: Oscar de la Renta, Gloria Vanderbilt,
Gear...Inc., 858 Sussex Blvd., Box 300,
Broomall, PA 19008; 215-544-9900;
800-523-5155
Contact: I.A. Serot, President
Custom made awards and recognition items .
Design integrity and quality workmanship
help you avoid the "trophy house" look.
Plaques, paperweights, pins, and medallions
designed by the artist who ...Evaluation, Workshops/Seminars,
Corporate Programs, Professional
Aftercare. Intervention is a process by which
the progressive and destructive effects of
chemical dependency are interrupted and
constructive **help** is given to terminate the
use of mood altering chemicals. Intervention
implies that a person need not "hit bottom"
before such help can be implemented...vending services, specialized
catering services, and other food-related services.
American Family Day Corp., P.O. Box 1717,
Kennesaw, GA 30144; 404-429-1807/1810
Contact : Bill Blohm, Sales Representative
Employee Appreciation Day picnics.
Harry & David, 2518 So. Pacific Highway,
Medford, OR 97501; 503-776-2424
Contact: Ms. Sharon Pierce, Administrative
Assistant
Harry and David...2050; 212-956-4131
Contact: Nancy N. Geffner
111 Fairview Plaza, Ste. 320, 5970
Fairview Rd., Charlotte, NC 28210;
704-553-9311; 704-553-2516
Contact : N. John Garcia
158 Mine Lake Court, Raleigh, NC 27615;
919-848-2285
Contact: Jay Stahl
1365 Westgate Ctr. Dr., Ste. K-2,
Winston-Salem...408-727-8682
The Alexander Consulting Group, Inc., 370
17th St., Ste. 2300, Denver, CO 80202;
303-592-5500
The Alexander Consulting Group, Inc., Two

Pickwick Plaza, Greenwich, CT
06836-1409; 203-869-1140
The Alexander Consulting Group, Inc.,
Founders Plaza, P.O. Box 631, Hartford,
CT 06142; 203-278-1120...Associates, 4975 Daru Way,
Fair Oaks, CA 95628; 916-338-3131

Contact: Dennis A. Joiner
Specialists in management and supervisory
level assessment centers for employee
selection, promotion, and career development.

Products include videotapes for candidate
orientation and assessor training. Services
include development and administration of
custom assessment center programs.

Dennis A. Joiner, Personnel Management
Consultant

Sherry...Employees: 50+

The Hunter Group, Inc. is a human resource
information systems consulting firm
specializing in: strategic systems planning; user
needs assessment; vendor evaluation and

product selection; and design, development,
implementation, enhancement, and audit of
package-based and custom HRIS. Our
services span most products offered by
mainframe, minicomputer, and microcomputer
HRIS...President

David L. Wellons, Vice-President, Sales

George H. Cannon, Vice-President

Insurance Systems Group, P.O. Box 50387,

Raleigh, NC 27650; 919-834-4907

Contact: Duncan Kerr, Systems Sales

Representative

No. of Employees: 10

FLEX 125 handles all aspects of flexible
benefit program administration including
communication, enrollment, credits calculation,
check writing, and audit trails. Prepares...selection testing (SHL,

Hogan, RBH), training and

development assessment (CWO-Leadership),

and surveys from custom to off-the-shelf.

Optical mark reading scanners and

software products are geared toward helping

HR practitioners increase productivity via

more efficient information management.

Charles W. Oswald, Chairman & CEO

David C. Malmberg, President & COO

North Bay Systems, Inc., P.O...4 issues for \$56.00

(\$50.40 for AMA members). Personnel is a

monthly magazine for human resource

professionals. Annual directory of HR services

and products in December issue. Articles on

employee selection and training,

compensation and benefits, problem solving, and other

areas of personnel administration; HR

software reviews; book notes; new product

announcements; career development

calendar. 12 and work habits.

Whatever the goal -- quality, safety,

customer awareness, general motivation -- there's

Ginger R. DeMille

a Clement poster program to **help** achieve it,
including such favorites as HERMAN [R], Safe
Attitude [R], Quality Assurance, and
Action-Posters [R].
Commerce Clearing House, Inc., 4025 W.
Peterson Ave...

...countries are reviewed. Free samples on
request.

George P. Craighead, Publisher
Dartnell Corp., 4660 Ravenswood Ave.,
Chicago, IL 60640; 312-561-4000;
800-621-5463

**Contact : Lois Goldmann, Sales
Representative**

No. of Employees: 150
Publishers of training materials in the areas
of sales training, supervisory and foreman
training, and human resource development.
We also produce...R. Brandt, Vice-President,
Operations

C.A. McAward, Secretary/Treasurer
Murphy & Maconachy, Inc., 1600 N.
Broadway, Ste. 410, Santa Ana, CA 92706;
714-547-6541

**Contact : Michelle Foster, Marketing and
Sales Representative**

No. of Employees: 60
At MMI we provide comprehensive employee
background screening that helps to confirm
your applicant's past job history and
performance, identify...Ste. 420, Dallas, TX 75251;
214-233-6055

Contact: Dr. Janet Havis, Psychologist/Partner
No. of Employees: 7

Bigby, Havis & Associates provides testing
services and **products** including: tailored
selection systems for hourly personnel; tailored
assessment systems for professional and
managerial selection and development
featuring ASSESS, a PC-based expert system
for testing and evaluating...1550 Northwest Hwy.,
Park Ridge, IL 60068; 708-298-7311;
800-221-8378

Contact: Mr. Sam Maurice
No. of Employees: 175

Psychological testing systems to **help**
organizations hire and retain quality employees.

Product applications include: security; safety;
clerical skills; computer competence;
selection for specific industries including banking,
retail, petroleum, and position titles;
assessment for higher-level positions; identifying...

...Schorr, Ph.D., Vice-President

National Computer Systems, 10901 Bren Rd.
E., Minnetonka, MN 55343; 612-939-5138;
800-NCS-7271

SHL provides quality assessment **products**
and services for **selection** and ...selection testing (SHL, Hogan,

RBH), training and development assessment (CWO-Leadership), and surveys from custom to off-the-shelf. Optical mark reading scanners and software products are geared toward helping HR practitioners increase productivity via more efficient information management. Charles W. Oswald, Chairman & CEO
David C. Malmberg, President & COO
National MRO, Inc., 19423 N. Turkey...

...Inc., is a test development and publishing company which has been constructing job-related data processing aptitude and proficiency tests for more than 20 years. Products include 25 tests to select both trainees and experienced personnel for programming, systems analysis, computer operations, and word processing positions. Raymond M. Berger, President
Frances R. Berger, Vice-President
R...R. David Threshie, Publisher
Dick Wallace, General Manager
Orlando Sentinel, Classified Advertising, 633 No. Orange Ave., Orlando, FL 32801;
407-420-5180; 800-669-6378
Contact : Ms. Debbie Pell, Employment Sales Representative
No. of Employees: 1400
Recruitment Advertising
Peterson's Guides, Recruiting, Corporate Services, 202 Carnegie Ctr., P.O. Box 2123, Princeton, NJ 08543-2123;
609-243...

14/3,K/18 (Item 8 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry,DB
(c)2007 The Gale Group. All rts. reserv.

03900038 SUPPLIER NUMBER: 06967948 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Second Annual Directory of Human Resources Services, Products and Suppliers, January 1989. (directory)
Personnel, v66, n1, pDI(167)
Jan, 1989
DOCUMENT TYPE: directory ISSN: 0031-5702 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 155534 LINE COUNT: 14711

...ABSTRACT: Personnel Directory of Human Resources Services and Products and Suppliers contains information on the following topics: awards, benefits, computers, consultants, publishers, recruitment, relocation, security, temporary help, and training services and and products. There is also an alphabetical listing of services, products and suppliers.
... handcrafted awards proudly display your company's name or logo as a symbol of your firm's character, goals, and traditions. Haltom also offers a selection of gift items from-class manufacturers.
Jeff Harwell, President Hamilton Watch Company Inc., 941

Ginger R. DeMille

Wheatland Ave., Lancaster, PA 17604;
717-394-7161; 800-233-0283
Contact: J.T...

...and awards.

Robert Palan, President
Michael Robinson, Vice-President Krane/Garrick, 2222 N. 2nd St., St.

Louis,
MO 63102; 314-231-5656; 800-325-7000
Contact : Judy Collins, Natl. Sales
Manager

No. of Employees: 150
Manufacturer and decorator of fine crystal
and glassware awards, also insulated
beverageware.

Gary Feigenbutz, General Manager...Rosemary M. Luedke, President
Joe Gabler, Vice-President Montana Silversmiths, P.O. Box 839,

Sterling
Lane, Columbus, MT 59019;
406-322-4555; 800-548-4511
Contact : Kent Williams, President
Gross Sales: 10 million
No. of Employees: 120
High quality belt buckles in prices from \$15
up. Motivation '89--The 56th National...

...Anderson, Director Pierre Cardin Luggage & Totes, Premium, 80
Seaview Dr., Secaucus, NJ 07094;

201-348-8900

Contact: Mark VanderHoven, Marketing
Coordinator

Manufacturer of designer name **products**.
will **help** you establish a self-liquidating
program which enables All your employees
to purchase merchandise at wholesale.

Also available: Oscar de la Renta, Gloria
Vanderbilt, Gear...Inc., 858 Sussex Blvd., Box 300,
Broomall, PA 19008; 215-544-9900;
800-523-5155

Contact: I.A. Serot, President

Custom made awards and recognition
items. Design integrity and quality workmanship
help you avoid the "trophy

house" look. Plaques, paperweights, pins,
and medallions designed by the artist who
designed the wreath on the Iwo Jima Memorial.

I...St., Harrisburg, PA
17111; 717-561-2200

King of Prussia Robbins Awards, 729 DeKalb Pike, 2nd Fl., King of

Prussia,

PA 19406; 215-265-0424

Contact : Mr. Jack L. Langan

Lancaster Hamilton Watch Company ...Weſt Chester,
PA 19382; 215-793-1111

Contact: Frank DiMaggio, Regional Sales Mgr.

Wexford Leavens Awards, 235 Courtney Place, Wexford, PA 15090;
412-935-6322

Contact : Bill Miller, Regional Sales Mgr.

Rhode Island

Cranston Piscitelli International, Special Markets Division, 1125

Pontiac Ave., P.O. Box 8857, Cranston, RI

Ginger R. DeMille

02920-08857; 401-461-0700; FAX: 401...offering a variety of programs to public and private employers, unions, associations, and managed health care groups. Our unique design employs a national network of **select** optometrists to provide the highest quality, most comprehensive program at a substantial value. Lawrence Davis, Chairman Integral Systems, 2185 N. California Blvd., Walnut Creek, CA...215-362-5070; 800-847-5437

Contact: Maureen O'Meara, Vice-President, Marketing Employee Assistance Programs The following companies provide counselling and referral services to **help** employees resolve personal problems that are affecting their job performance. ALMACA, 1800 North Kent St., Ste. 907, Arlington, VA 22209; (703) 522-6272

Contact: Mary...St.,

Towson, MD 21204; (301) 339-4097;

800-482-7800

Contact: Mr. Rick Silver, Development Coordinator

No. of Employees: 1,000

The Sheppard Pratt EAP **assists** organizations with the design, implementation & evaluation of Employee Assistance Programs, as well as providing guidance on the development of workplace mental health policies.

Susan M...Inc., 2790 Mosside

Blvd., Ste. 290, Monroeville, PA 15146; 412-373-7080

Pittsburgh LMV Leasing Inc., 121 Freeport Road, Pittsburgh, PA 15238; 412-826-8200

Contact : Mr. David E. Carmichael, Vice-President

Sales

Tennessee

Madison Koala Center of Tennessee Christian Medical Center, 500

Hospital Dr., Madison, TN 37115; 615-868-7256

Maryville Blount Memorial Hospital, 907 E. Lamar...the

Board and CEO

Richard A. Liddy, President and COO National Vision Services, Inc.,

4201 North

24th St., #300, Phoenix, AZ 85016;

(602) 956-7287

Contact : Mr. Tom B. Pedersen,

Vice-President, **Sales** and Marketing

No. of Employees: 50

National Vision Services, Inc., (NVS)

markets and administers vision benefit

programs which provide members with the

highest quality service...Consulting services include:

Corporate Revitalization, Career Relocation

Management, Directional Counseling

Management Consulting, Retirement

Counseling, and Training. DBM also produces

packaged training materials and videotapes

to **assist** managers in Employee

Selection, Communication Skills, and

Conflict Management.

William J. Morin, Chairman

James C. Cabrera, President EDP Consultants Inc., 77 Meredith Road,

Colonia, NJ 07067; 201-388-5110...Totten Pond

Ginger R. DeMille

Road, Waltham, MA 02154; 617-227-8555
Worcester Right Associates, Park Suites, Tenth Floor, 255 Park Ave.,
Worcester, MA 01609; 617-797-3011
Contact : Warren R. Radtke
Michigan
Farmington Hills Right Associates, 31500 West 13 Mile Road, Ste. 211,
Farmington Hills, MI 48018; 313-855-2703
Contact: John R...

...NJ 07054; 201-887-6667
Contact: Ms. Jeanne O'Donnell, Executive Director Right Associates,
Gatehall I, One Gatehall Dr., Parsippany,
NJ 07054; 201-292-0100
Contact : George L. Whitwell Seagate Associates Inc., 90 East Halsey
Road, Parsippany,
NJ 07054; 201-515-9595
Contact: Mark Ostrowski, Senior Vice-President
Princeton Drake Beam...St., Cincinnati, OH 45227; 513-561-1881 Right
Associates, 4010 Executive Park Dr., Ste. 208,
Cincinnati, OH 45241; 513-733-1313; Telecopier:
513-563-1810
Contact : Peter Hainline
Cleveland Drake Beam Morin, Inc., The Galleria and Towers at
Erieview, 1301 East Ninth St., Ste. 1900, Cleveland,
OH 44114-1824; 216-621...

...UT 84111; 801-364-4000, TAX (801),
364-4623
Virginia
McLean Enter Norch Associates 6801 Whittier Ave., Ste. 304,
McLean, VA 22101; 703-559-9505
Contact : Ms. J. Wilestrom, Principal
Richmond Right Associates, 5004 Monument Ave., Ste. 204,
Richmond, VA 23230; 804-353-1486
Contact: Russell Burke
Washington
Bellevue Drake Beam...Coates Control Data, Business Management
Services, 8100 34th Ave. South,
HGW6SX, Minneapolis, MN 55440;
612-853-4224; 800-328-5728
Contact: Mr. Gary Sewell, National
Product Manager
Signature Payroll Services is a comprehensive,
flexible service which includes all
payroll reports, third party reports, labor
and job cost reports. Data can be...of the world's leading
manufacturers of calculators, watches, electronic
musical instruments, mini TV's, music
systems, electronic cash registers,
computers, and other consumer electronic
products.
John J. McDonald, President CG Data Corporation, 1575 San Ignacio,
Coral Gables, FL 33146; 305-284-7400
Contact: Lawrence D. Tornek, Chairman
No. of Employees...No. of Employees: 13
TEAM PAYROLL -- TEAM PERSONNEL
divisions specialize in all aspects of
computerized payroll and human resource
system support, including requirements
definition, system selection, custom design,
"turnkey" implementation, end-user

documentation and training. A strong systems and programming capability provides assistance in preparation of specifications, programming modifications or installation...updates, and support provided.

Larry Du Bois, President
Nancy Michael, Director, Corporate Communications People Sciences, Inc., 76 Durand Road, Maplewood, NJ 07040; 201-762-8259

Contact : Mr. Steven Venokur, President

People Manager One is a personal computer-based tool which helps managers and supervisors manage the performance of their staff by setting assignment objectives, coaching, assessing...689-1000; 800-262-HRIS
Contact: Wendy DiBenedetto, Product Marketing Manager

No. of Employees: 130

The Human Resource Professional Series is a family of software products that provides personnel professionals with information management, reporting, and analysis tools, including: HR-1, human resource information system; HR-Applicant Track, applicant tracking and requisition...H. Kennedy, Editor & Publisher
Kathleen Kennedy Burke, General Manager
Coopers & Lybrand, Actuarial, Benefits and Compensation Group, 400 Renaissance Center, Detroit, MI 48243; 313-446-7299

Contact : Martha K. Richardson, Director of Marketing

No. of Employees: 661

Coopers & Lybrand's employee benefits and compensation consulting services include retirement and welfare plans, health...

...pension benefits.

Jerome Y. Halperin, National Director Corporate Health Policies Group, Inc., 4545

42 St. N.W., Ste. #109, Washington, DC

20016; 202-686-2012

Contact : Susan Johansmeier, Vice-President

Provides consulting and training services to employers in developing policy, procedures, guidelines, and training/education programs for employee health issues such as smoking, AIDS, substance abuse, and health promotion. Also, sells FACE...

...analysis, and manpower planning. Heavy concentration in the automation of the recruitment process. Costello, Erdlen & Co., 690 Canton St., Westwood, MA 02090; 617-329-8400

Contact : J. Paul Costello, Chairman
Costello, Erdlen & Company, Inc. is a national management consulting firm specializing in human resources. The company provides corporate clients with contract...Joiner Associates, 6333 Meadowvista Dr., Carmichael, CA 95608, 916-338-3131

Contact: Dennis A. Joiner
Specialists in management and supervisory
level assessment centers for employee
selection, promotion, and career development.
Products include videotapes for candidate
orientation and assessor training.
Services include development and administration
of custom assessment center programs.
Dennis A. Joiner, Personnel Management
Consultant

Sherry...Lynn Knorr, Vice-President,
Marketing

No. of Employees: 65

Founded in 1896, The M&M Association is
a non-profit, member-supported organization
dedicated to **helping** employers manage
human resources more effectively. Today
over 3,500 California employers of all
sizes and major lines of business look to
M&M for...Plaza, San Jose, CA 95113; 408-295-1020

Contact: Chuck Bardwell Hay Group, 2099 Gateway Place, Ste. 110, San
Jose, CA

95110; 408-280-0333

Contact : Michael Spratt, General Manager William M. Mercer

Meidinger Hansen, Incorporated, Market

Post Tower, Ste. 1650, 55 South Market St., San Jose,
CA 95113; 408-291...Box 2346-R, Morristown, NJ
07960; 201-538-5400

New Brunswick Donald B. Cook & Associates, 1050 George St., New
Brunswick, NJ 08901; 201-246-3600

Contact : Don Cook, President

Newark Coopers & Lybrand, 80 Park Plaza, Newark, NJ 07102;
201-643-0550

Contact: Len Marinaccio

Princeton Princeton Management Consultants, Inc., 99 Moore...find
help in

existing Child-Care facilities. Sources of State,
Provincial, Federal governmental help are
included, \$11.95 plus \$1.75; NYS Orders
include Sales **Tax**.

Alfred Weiner, Publisher American Management Association,
AMACOM Publishing Division, 135 W.

50th St., New York, NY 10020;

212-586-8100

Contact: Stephen Arkin, Marketing

Director...are reviewed

Free samples, on request.

George P. Craighead, Publisher Dartnell Corp., 4660 Ravenswood Ave.,
Chicago, IL 60640; 312-561-4000;

800-621-5463

Contact: Lois Goldmann, Sales

Representative

No. of Employees: 150

Publishers of training materials in the areas
of sales training, supervisory and foreman
training, and human resource development.

We also produce training...583-8500

Contact: Mr. James F. Golden, Asst. Vice-President Dartnell Corp.,

4660 Ravenswood Ave., Chicago, IL

60640; 312-561-4000; 800-621-5463

Ginger R. DeMille

Contact: Lois Goldmann, Sales Representative Great Performance
Inc., 700 N. Green St., Ste. 302,
Chicago, IL 60622; 312-421-1256; 800-433-3803
Contact: Mark J. Tagor, M.D., President Nightingale...

14/3,K/19 (Item 9 from file: 148)
DIALOG(R) File 148:Gale Group Trade & Industry DB
(c)2007 The Gale Group. All rts. reserv.

01749128 SUPPLIER NUMBER: 02745937 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Should the buying staff have account responsibilities? (column)
Institutional Distribution, v19, p48(1)
May, 1983
DOCUMENT TYPE: column ISSN: 0020-3572 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT
WORD COUNT: 832 LINE COUNT: 00062

... firm; today it is fairly rare to see a president or even a staff level management official at one of these schools. Cutt Off from Contact with Customers?

One area, however, where the buyer may not be obtaining the same level of experience as the head of firm brought to buying is in customer contact. In many distributorships, the sales department often complains that the buyer is not sufficiently aware of the problems of the customer or of the customer's day-to-day needs.

In many cases, of course, this may merely be the disgruntlement of sales reps over the buyer's tendency to add new products at a rate faster or slower than the sales department seeks. But, it is often true. The buyer gets a chance to talk to customers only at the occasional company food show or in-house seminar. Unlike the sales staff, which is encouraged in most firms to actively participate in customer group meetings and activities such as restaurant associations, dietitians associations, etc., the buyer is...

...of the customers' wants and needs that would make his or her job easier and more relevant? What is a practical method of bringing the buyer into closer contact with the customer's daily problems and relationships with the distributor? Handling the House Account

One controversial method, espoused by Patt Patterson, director of member services of IFDA...

...assigned the responsibility for at least one house account. every firm has a number of these accounts which are not the direct responsibility of the sales reps. In some cases, they are handled by the head of firm or a top department manager. In others, the responsibility is given to one of ...

...that the buyer would encounter, first hand, the idiosyncrasies of customers' styles of buying, would encounter the complaints and objections involved with the selection of products, the "outs" situation, delivery snarlups, billing hassles, damaged merchandise, substitutions, etc.

The major disadvantage quoted by most firms is that the handling of a house...

...load is not prohibitive.

Many buyers who have experienced handling house accounts over a period of time agree that the benefits of being in close contact with the customer --with the view of the distributor this provides--far outweigh the disadvantages, even where a major problem might crop up occasionally.

Others do not. What...

14/3,K/20 (Item 1 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2007 The Gale Group. All rts. reserv.

01925602 Supplier Number: 25401658 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Vendors Add To Their CRM Offerings -- Clarify Acquires Newtonian; Aspect
Ships Software
(Clarify Inc has acquired Newtonian Software Inc for \$16.5 mil in stock and
cash)

Information Week, p 20
August 23, 1999

DOCUMENT TYPE: Journal ISSN: 8750-6874 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 392

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...simplifies system administration and upgrades and joins customer data with product sales information, says Bob Wirth, IT services manager at AG Communications. For example, a salesperson generating a proposal can see what products and warranties a customer has purchased and what service complaints the customer has made, then tailor the offer accordingly. "Knowing what problems exist with a customer will affect the way a salesperson interfaces with that customer," Wirth says. Aspect Communications Inc., a company with roots in the call-center market that's moving into CRM, has also bolstered its offerings with a pair of products...

...data from different sources such as call centers, E-mail, relational databases, and CRM packages. The data mart, when coupled with the Aspect Portal CRM product, will help businesses analyze patterns in customer calls and demands. Pricing for Aspect Customer DataMart, available at the end of next month, will start at \$100,000...

14/3,K/21 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2007 Dialog. All rts. reserv.

50477119 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Lifeline offers cheap calling for the needy: PHONES: Dollar a month
activates cellular service for those qualifying.

Lisa Demer
KRTN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS - ANCHORAGE DAILY NEWS - AL
July 30, 2006
JOURNAL CODE: KADL LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1396

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... to change, said Grace Salazar, who is chief of consumer protection and information for the Regulatory Commission of Alaska.

Her three-person office mainly handles consumer complaints about utilities, but she's working on a campaign to promote the discounted phone services. For one, she'd like to see telephone companies do...

...new phone's tiny buttons.

Voice mail, caller ID, call waiting, the works. All for no activation fee, no contract, all month to month.

Another customer had missed job offers because employers had no way to contact him, said Access Wireless sales representative Janisse Eason. She has seven children and qualifies for the program herself. Many customers don't have a phone at all when they walk in...

14/3,K/22 (Item 2 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2007 Dialog. All rts. reserv.

32429891 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Sales people hold key to a customer-friendly store

SECTION TITLE: Business Monday

Myrna Rodriguez-Co, Contributor, UP ISSI

PHILIPPINE DAILY INQUIRER, p2

November 24, 2003

JOURNAL CODE: WDPI LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 874

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... level.

Train staff. Staff training is indispensable in improving customer service, store standards and business efficiency. Basically, they need to be trained in the right communication skills.

Communication is important. Every encounter with the customer is a communication situation. When the communication is satisfactory, the customer will come back and will have good things to say about the shop. One dissatisfied customer can ruin the shop's name through the so called "multiplier effect."

Basically, according to ActionLine Retail News, sales staff should be trained to:

Greet customers warmly, by name if possible.

Smile, make eye contact and look and sound cheerful.

Be polite, friendly and speak clearly.

Show a personal interest.

Be helpful. When offering product advice, the customer's need should be uppermost.

Take care of their personal appearance and that of the store in general to create the right...

...your promise of delivery date.

Deal with complaints efficiently and learn from them.

Invest in specialized training if necessary. The distressed owner of the sporting goods store did this. With the help of a professional consultant, he designed a special training program for them.

First of all, he set work goals or more precisely the goals of...

... staff. Obviously, their task was to be able to serve customers better. Then he set a timetable.

Later, he planned measurements, such as reduction in customer complaints by 40 per cent; increase in sales by 25 percent, etc.

Next, he set learning goals for the sales people. For example, the learning task...

14/3,K/23 (Item 1 from file: 13)

DIALOG(R)File 13:BAMP
(c) 2007 The Gale Group. All rts. reserv.

01028634 Supplier Number: 134921760 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Rotisserie heats up: the age-old rotisserie segment is getting new life as suppliers and retailers position different varieties of meat for slow roasting.
(focus on rotisserie)
The National Provisioner's Meat & Deli Retailer, v 4, n 4, p 44
May 2005
DOCUMENT TYPE: Journal ISSN: 1555-8339 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 979

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...Perdue Farms furnishes point-of-sale materials; and Homeland Stores runs newspaper ads.

"We also encourage retailers to use colorful labels and cardboard straps to help differentiate the products," Perdue's Montuori notes. "All the product bags and clear plastic domes containing rotisserie meats can be hard to distinguish."

As consumer interest in rotisserie meats escalates, product suppliers say they will continue to offer new varieties and flavors to sustain sales. Michael Thomason, a deli sales representative for Allen Family Foods, a Seaford, DE-based provider of fresh and frozen vacuum-packed poultry, says increases in chicken prices also may cause more...

14/3,K/24 (Item 2 from file: 13)
DIALOG(R)File 13:BAMP
(c) 2007 The Gale Group. All rts. reserv.

00949673 Supplier Number: 122537544 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Welcome to '101 Ways'.

American Printer, v 233, n 6, p NA
September 01, 2004
DOCUMENT TYPE: Journal ISSN: 0744-6616 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 15298

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...is a question or a problem to be resolved. Requiring that salespeople, customer service reps, delivery personnel and others with direct company contact circulate all customer compliments as well as complaints creates a more balanced, if not positive, environment within a company.

Graphic-arts companies react decisively when customers' accounts are delinquent or when electronic files...While a customer sign-off on a proof may absolve a print company of liability, failure to correct a problem or error results in an unhappy customer, regardless of who is to blame. In addition, there are cases in which type and text are inexplicably altered when files are RiPED.

Encourage everyone...

...to proofread a job and to search for problems. It is time-consuming, but not as time-consuming as delivering a job with which the customer is unhappy or that needs to be corrected and reprinted.

Some companies have instituted formal programs to reward staff members who identify problems, errors and discrepancies. It...

...related to a product introduction. Confidential information may demand special precautions.

The request for estimate form and the job jacket should have space for the salesperson and the CSR to alert the rest of the organization to special considerations or precautions.

* Gather all the necessary information.

Customer deadlines continue to become more demanding. One of the...to hand-write a thank-you note to others for helping achieve that goal

*Requiring that customer compliments be broadcast as quickly and forcefully as customer complaints .

* Understand the different types of training.

A great deal is written about the need for employee training. However, there are distinctly different types of training...

...in such areas as color management, electronic prepress or current postal regulations.

*Skills education. This involves tasks that maximize productivity and elevate the level of customer satisfaction. Examples include telephone courtesy, supervisory communication skills and how to conduct an effective plant tour.

*Organization development. This type of training deals with management's roll-down of the organization's...

14/3,K/25 (Item 3 from file: 13)
DIALOG(R)File 13:BAMP
(c) 2007 The Gale Group. All rts. reserv.

00780524 Supplier Number: 25223566 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Spotlight on: Sales Force Automation tools: Sales Force Automation tools -- systems and products that help build, nurture and manage client relationships. (Tools & Technologies)

Article Author(s): Perez, Jennifer Anne
Customer Interface, v 15, n 5, p 38(2)
May 2002
DOCUMENT TYPE: Journal ISSN: 0886-9642 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1253

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...sales agreement, they've done their research, learned the stats and

often have their information at hand to make their case. But for a frazzled sales rep juggling dozens of client phone calls, e-mails and meetings each day, an unexpected call from a disgruntled customer can be about as welcome...

...with colleagues, they can export it into spreadsheets and other formats.

Customer Complaint Alerts: When customers have problems with products or merchandise, they count on sales reps to be available at a moment's notice. With customer complaint alerts, a voice mail message or out-of-office reply is no longer a dead-end for clients. Many SFA products act as mini-alarms, sending customer complaint alerts to a sales rep's e-mail account, cell phone, pager or PDA handheld device. Mobile sales reps need no longer make frequent office calls to check for voice mail messages; with customer complaint alerts, keeping a cell phone or laptop plugged in is enough to stay in the loop.

Activity Reporting: Most SFA tools offer a strong advantage for managers interested in carefully tracking a sales rep's progress. With the activity reporting capabilities many SFA tools feature, managers track how each sales rep deals with individual customers, including where and when meetings take place, when sales calls are made, when customers call to log complaints and what is...

...the sales process.

Lead Tracking: Most leads start with a fleeting bit of information -- such as an email address or a phone number -- until the sales rep builds it into a strong relationship. With lead tracking capabilities, sales reps and their colleagues can use SFA tools to track how relationships progress right from the start, creating custom reports that offer a snapshot of which...

...often-bungled procedure: the routing of the lead. Few activities kill more potential sales than a lead or query phone call sent to the wrong sales rep. With specialized routing capabilities, the SFA tool can automatically funnel a lead and any note or comment related to it to the appropriate salesperson, based...

14/3,K/26 (Item 4 from file: 13)
DIALOG(R) File 13:BAMP
(c) 2007 The Gale Group. All rts. reserv.

00756049 Supplier Number: 24880017 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Contextual Influences and the Adoption and Practice of Relationship Selling in a Business-to-business Setting: An Exploratory Study - Part 2 of 2
(Relationship selling involves consideration of a number of tactical and organizational issues)
Article Author(s): Beverland, Michael
Journal of Personal Selling & Sales Management, v 21, n 3, p 207
Summer 2001
DOCUMENT TYPE: Journal ISSN: 0885-3134 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 4099

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...So, visits have to be a regular part of the customer's calendar or business cycle.

Building and maintaining successful relationships also required that the salesperson find out what the client wants and how much intimacy the customer requires. There was no "one size fits all" approach. The interviewees also noted...

...will keep his business, not just me. People will always move on, so you need to build the commitment between the companies."

Apart from constant contact and understanding the customer's needs, providing high levels of service, maintaining high consistency, displaying integrity, practicing good selling techniques, sharing product knowledge and helping the customer to sell the product more successfully were seen as behaviors that maintained relationships. As one interviewee noted, "If you help the customer sell your product and increase their profit, they will see you and the relationship as an asset."

Salespeople also required a number of key traits or skills in...

...planning skills, experience in selling, ability to make decisions, compassion and humility. The sales managers also stated that they were too small to train up sales staff in selling techniques, salespeople they employed needed selling experience first and foremost. Knowledge about the product could be provided by the company. What actions can...

...a few close calls. (2) If there was a problem, the response was to send in someone senior in the company to deal with the customer's complaints. Depending on the customer this other person may be the sales manager, company manager or chairman. This technique was seen as very effective. It was argued that sending in...

14/3,K/27 (Item 1 from file: 349)
DIALOG(R) File 349:PCT FULLTEXT
(c) 2007 WIPO/Thomson. All rts. reserv.

01537571

GENIUS ADAPTIVE DESIGN
MODELE D'ADAPTATION AU GENIE
Patent Applicant/Inventor:

CABINALLA Linda, 1145 Delaware St, Fairfield, CA 94533, US, US
(Residence), US (Nationality), (Designated for all)
Patent and Priority Information (Country, Number, Date):
Patent: WO 200781519 A2 20070719 (WO 0781519)
Application: WO 2006US48704 20061219 (PCT/WO US2006048704)
Priority Application: US 2005755291 20051230; US 2006756607 20060105; US
2006778313 20060301; US 2006783018 20060315; US 2006786906 20060328; US
2006852794 20061018

Designated States:

(All protection types applied unless otherwise stated - for applications 2004+)

AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM
DZ EC EE EG ES FI GB GD GE GH GM GT HN HR HU ID IL IN IS JP KE KG KM KN
KP KR KZ LA LC LK LR LS LT LU LV LY MA MD MG MK MN MW MX MY MZ NA NG NI
NO NZ OM PG PH PL PT RO RS RU SC SD SE SG SK SL SM SV SY TJ TM TN TR TT
TZ UA UG US UZ VC VN ZA ZM ZW
(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IS IT LT LU LV MC NL
PL PT RO SE SI SK TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
(AD) BW GH GM KE LS MW MZ NA SD SL SZ T2 UG ZM ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English
Filing Language: English
Fulltext Word Count: 520275

Fulltext Availability:
Detailed Description
Claims

Detailed Description

... easier to program, manufacture, market and learn to use the system's more simplified, and repeated features. * Any one or more features mentioned in a **product** description might be useful. The **product** description includes the central description, the part(s) with their appendices, and the diagram(s). Priority Goes To US Pat Applications: Appl # Our Reference # Date...

...Adapt, 'Customize, 'Tailor. UK = See "K". UQ = User can ask invention questions. VIBRATION = Vibration generated by device for specific reasons, eg: entertainment; notifier; form of **communication** based on type of vibration. VA™ / VISUAL ANALYZER * = Alerts when camera sees a change in its view. Not important. VR / VIRTUAL REALITY * = Future use with virtual reality technology possible. Less important now. WA = Walk...

...following description is the beginning of a new section describing the product. '-' = The following is the sub-section of the previous section describing the **product**. '' = This item may be less important to the central over-all product concept. '.-' or '-.' = The same meaning as '' and '-'. The '.-' is however only used to begin a...

...eg: [color] copier functions get complicated requiring 'EGH'. Friendly / Honest 'interface create synergistic effect in: clients trust more when provider is [user] friendly; user friendliness **helps** create trust. Tricky behavior [to...etc. Much More..! File: Intro To Pat / Search & Replace SEARCH & REPLACE TEXT FOR THE PAT APPLICATIONS VARIATIONS Important Simplified & Detailed Versions of this Patent Application CHOOSE THE VERSION NEEDED For Updates & More Info Visit www.LicenseToday.com Or call California Headquarters 1-707-428-5000 This File Shows Search & Replace Features...

...4 ABBREVIATIONS, SYMBOLS & RARELY USED FEATURES: In Detail ABBREVIATIONS SECTION 'B' = This old symbol was changed to 'N'. 'Basic Idea' = The full descriptions for each **product** number. Includes: central description and all its branches. 'Branching' = Tree Branching helps explain the likely levels of importance in comprehending the central description. 'Central Description...

...Codel 'Obvious' = This has some chance of being obvious just in its simple form. Obvious can mean not patentable due to being too similar to other **products**. The fact that this term was used does not say in any way functions with this statement are more or less likely to be obvious

...described in the context of scientifically analyzing them via 'ba, or for 'tracking their behavior. 'PL' / 'Plastic' / 'PVC = Product constructed of PVC / other petroleum by **product** / (hardened) rubber/ %vinyl / *metal / *wood. 'Parts File' = **Product** Specification Part, eg: "distancer", "clapper". Parts File is the full list of all parts in

- the 'Product Specification Parts' paper. 'Product Category' = The type of...
- ...Appendixes, Diagrams. 'Product File' = The files within either a letter category, or letter sub-category, eg: 2D, 2BE, 2DG, and 2DI. 'Product Number' 'N' = Most **product** ideas with a central description are preceded by a # eg: 1B-050-022004. -Each product number designates product idea(s) separate from the remainder of...
- ...a product file with one or more product numbers. 'Product Specification Part, Product Specification Code' = Parts: The identical meanings are the parts used in the **product** descriptions. Each concept in capital letters within this 'Product Specifications Parts' file or its appendix, and used in product number's descriptions. The abbreviation "IMI..."
- ...also represents a line between what precedes and what follows. W/In = within. WO' = Without "Written Description" = Embodiments. It is the description of a **product** number or part in the word form, including all branches. Excludes diagrams. "Zones" = (Designated) locations as described in part "PS-Zones". Eg: differing zones in...
- ...If parts are found in the body of the worded description, the part(s) refer to the fully capitalized titles of a part in the " **Product** Specification Parts' paper. For ease of typing, the parts listed in the Diagrams and or OTD (Other Technical Detail) need not be in quote marks
- ...have identical meanings. '%' = This function significantly expands the product idea beyond the basic concept. A subset of the idea may be related to the central **product** description. Most or all aspects lie outside but near the central **product** description. Example: if the same part is referred to in different branches of the description, those with a % or * are effected accordingly in that particular...
- ...are mostly discontinued in newer inventions. Older inventions can be those found in sections A, B and C, or which have those letters in their **product** numbers, e.g. "2A400". Ad or Adv: advertising ASAP: As Soon As Possible Cat: product category, eg: tv; tel CIS: Former Soviet Union or also...
- ...Telephone, see Parts'. Old definition: letter / *mail TYO: Tokyo U: you*, newer definition is: user Ur: your X: document: for publication, viewed by public 2: **Product** Idea Development 4: Public relations, articles 8: Check to see who is copying my ideas
: Diagram Parts-And or designating if a line is drawn...
- ...mentioned if PP); "K"; "R" BA/KI/CH=for baby use 0-4 years old / kid 4-8 yrs / child 9-15 yrs C = use **products** as **helpful** exercise companion & or guide, rule setter; "exercise". New version is "Computer", if doubtful about interpretation use "computer". CS/BU/CL=for consumer / commercial use / client...of entertainment ('entertain') EXT = Functions on flat or semi flat surface, table top, this option doesn't operate on batteries, or vibration power. FIN = finishes **product** option descriptions G1 = game for one person only G2 = game for two people only G23 = game for two or more people. G12 = for 1 or...
- ...special version for people with IQ within top 2% of population JK = for use as humorous fun, an unusual novelty, 'entertain'* M = Old definition: machine (**product** described within **product** # only). New definition that was applied to new writings as of 3.94: "MFH" (Main Frame Hook-Up). The old definition is still found in...

- ...COLOR **=-New definition-after Aug 1996: Any 1,000 or more standard colors / inks. + See "Artist" and "Edit".-Old definition-before 1995: Color of item you touch changes, eg: caused by how changes in temperature effects liquid crystals. One or more of the following may change color: all or part...
- ...a vis the published products. DY = "Daily Yomiuri", Tokyo. * Also any includes any differing coverage within publisher's 'Yomiuri Shimbun'. Article found in their 'New Products' section, in published weekly in the daily newspaper. ES = Edmund S
- cientific' Sales Catalog. 101 E. Gloucester Pike, Barrington, NJ 08007 USA. Tel + 1 609 547-8880, Customer Service 609 573-6260, Fax 609 573-6295. Products mentioned in the Edmund Scientific 1995 Catalog are one example which may be incorporated in all or some of the inventions. ** There are occasionally multiple...
- ...market/user) see "Quirk's" listed companies, and marketing research books. NK = "Nikkei Weekly", Tokyo.-This product idea includes and is an extension of the product described in Japan's 'Nikkei Weekly's' (part of Nihon Keizai Shimbun) 'New Products & Services' section which comprises one full page in most of their...
- ...reconciliate, regulate, shape up, synchronize, systematize, team up Alternatives & Keywords for DESIGNATED feature: allocate, allot, appoint, apportion, appropriate, assign, authorize, button down (slang), characterize, charge, choose, commission, connote, constitute, define, delegate, denote, depute, deputize, describe, dictate, earmark (slang), elect, evidence, favor, finger (slang), indicate, individualize, make, mark, mete, name, nominate, opt...to use this file: Focus more on sub-parts without stars, and sub-parts that help develop the main part [versus how the main part helps other parts, since latter should have the reference under it]-Parts labeled with *, are hopefully main sub-parts needed to make its main part family...
- ...dates directly tied to existing products are probably the date(s) when its product publicity was published. Brief description of each part pre-cedes existing products only to help familiarize reader on general orientation of part. ACCESS = Gain access to electronic product's controls with a correctly keyed in combination.-Electronic fence: keeps pets...
- ...800 704-1 121, and Sharper Image. 94-9/95.--unauthorized people can / can't = gain physical "access". COMPOSITION * = Electronic Music Composition: Another variation of product can also be used to create interesting music.-Interactive virtual guitar computer game: If you manage to play along to the songs correctly, you advance...
- ...phone call answered in four rings according to study. San Jose Mercury News 6.28.94, page 1E. Quantum Systems Inc, Ramsey, NJ.] -callers choose what they hear/get (via on-line/fax) from server's sw ('tailored software) menu.-Radio Broadcast Data System: 1) U's radio interrupted to ...
- ...systems covering multiple locations (integrating different systems). "C" is the center of the merged diagrams and descriptions.-When "TEL" / "T" / "D" are used in N (Product Numbers) other than those in this file (such as those whose main features may / may not be telephony), it refers first to 'telecommunications' simply, then...

...and any pressing of other keys on pad are ignored. Additionally, there will be a ring if an incoming call comes and can only be **picked up** (if handset is off hook) by pressing the same or other special button-this prevents kids/pranksters from answering the phone.-OTD: requires memory ...

...already in existence)-Also returns crank (obscene) phone calls with special statements recorded by user and or manufacturer-Tells person who has called in any **selected** past time period, "you have called again and you're not leaving your number, how can I make contact, please leave your message"-(May or...message is pre-selected for them by user.-Interacts with caller's voice pattern to design psychologically fitting sounds . Answering Machine With Outgoing Voice Synthesizer: **select** the type of outgoing voice wanted with any background sounds, and be other characters in your outgoing messages.-Recording function of system allows user to...
 ...an announcement when system knows user is at home-caller hears the live voice or recording * 8B-3 10 upon entering dwelling or room, device **picks up** person's distancer and will alert them if/when: 1. they have a message. The scream there could show and or print out message...

...a) call forwarded to designated tel # (JO-1 lam calls go to tel #1, 4-7pm calls go to tel #2); b) tel answering machine **picks up** calls automatically Cuser may or may not be "notified" of incoming call); c) time of week effects type of outgoing message. Also SCORE-it...

...15**other desired applications / 16**"notifier"(osc) ~ 17**"score" ~ 18**"display" / 19**"cart" /20*UIP/ 2 1* "printer".-D Notes: 1/4/5/6 (**helps**) control system (turns system on and/of controls other functions)A:-See Parts& for less crucial details G. User accesses mfh for desired effects' via...

...alterations-aim can be determined viaA: selecting from option in menu; PP; UIP-ap: good for music education; useful in my computerized musical instructor **product** too; teaches people how to be more polite (on or off tel); analyzes if speaker is good enough to be hired for job; analysis of...

...integrating with the other parts of the entire systems. -Why tel merged w product: The "tel" function serves many possible uses to the category **product** , one or more of the following may applyA: data from mfh (feedback/uiP/database access/memory storage and retrieval); allows control of system from...

...BVA-Behavioral Voice Analyzer). 4) Calls from telephone numbers with favorable past customer history are routed to the most effective sales people. Studies show some **sales people** are more effective with cold call sales while others are more effective selling to established customers, all depending on the sales person's characteristics. 5...

...analyzes both user's location (pd=tel) with their caller id; PRINTER *;; Remote ("R"); SCORE;; STEREO;; SYNTH;; TDS *;; TEL;; TGH *;; TOY *;; o + UIP : caller id **helps** c/mfh identify caller, and hence develop/provide information pertaining to UIP, D: caller's tel = their caller id = tr = tel = c-mfh = uip; UK...

...mic", so that caller thinks they received a personalized recording only. Even the audio message heard by caller could lose some of its quality to **help** caller feel they reached a machine. ..works with 4c-040, 4C-041-OTD: display ("S"); pp; mp; uk; tds; basic; osc; vc; speech (tells who...

- ...the speaker. Answering machine takes call if user is out or doesn't answer.-When calls come from certain tel numbers, the speaker tel automatically **picks** up the call. -works with 4C-041, 4C-042-OTD: display ("S"); pp; mp; uk; date; tds; basic; caller identification system (identifies caller's tel...
- ...and Director: Based on the person's behavioral sounds on tel, eg: tone, system directs caller to applicable person (eg: matches caller's psychology with **sales rep** 's (live or machine) voice and behavioral pattern. Boosts sales. Also screens out unwanted calls into the voice mail trap, etc.-Related to: 5A-880...
- ...it is coming from. EDUC = D: educ = mm-c~t. Hobby Multimedia Tel: System shows user how to do their hobby: "Multimedia" "display" / "osc" shows/ **helps** user do/learn/watch desired activity (full presentation/UQ). -UK to "interact" w MFH/cable broadcast. User can **select** type info/instructions/show from menu/via key words (if food is the hobby: themes, countries, ingredients they like that are used in recipes...)-system...within the country and or most of the world. User can "access"/"uk"=c=mfh for needed A: tel #, addresses, co info such as their **products** /services.-useful source of information for my/other's **products** to compile: UIP / SCORE. Or to determine if "access" is permissible; or develop questions for MQ, or answers for UQ.-makes contacting people easier, hence...
- ...not hear the ring. UP the feature into activation and selects volumes. Sound acceleration might be on only one or each succeeding ring.-user can **select** alternative sounds replacing the ring-continuation of ringing related sound might continue after any answering machine **picked** up call 4C-041-000000 Ring Identifier: exists If "multi-users" use same tel line; then according to caller's id #, there will be a...
- ...jewelry can vibrate as an alerter (watch, bracelet, ring, strap/contraption on body)-alerter notifies: doorbell; other alarms (fire, another person pressing a medical assistance **help** request button (on "remote") for system; when a fax has arrived (or any other telecommunications data on home/separate line (system will "notify" the type...
- ...wo needing any apparatus (remote). D: Laser transmitters = (person can trip any lights here w the desired 'code') = Laser receivers = sensor = c = control of desired **product** .-'code': each laser can be struck like 'Morse code' generating 100 possible type signals from each.laser; the combination of codes from each laser can...
- ...wish to listen (or none at all) during their being on hold-caller's ID (shows their UIP)/caller's city/country area code can **help** determine type music they would prefer-if desired, user can program from their tel to have the continuation of what they were hearing/seeing transmitted... main headings; **#2: how the Part is used in other products and Parts. ACCESS *A: ANSWERING MACHINE*: ARTIST ** A: BALANCE *A: BVAA:-The Xonfidencer' telephony **product** may be placed in "mic" so that U's sounds (voices) are more precisely analyzed. Confidencer helps block out noise generated far from "mic" (street...
- ...of caller too).-since multiple people can call from the same tel ("T") # / trunk, highly sophisticated systems use BVA %(& any useful elements from up) to **help** determine / decipher who the speaker is (from others using said tel ("T") # / trunk. CAMERA (LENS)A: CARTA:

CLAPA:-manner in which U "claps...

- ...923;: TDS *A: TRANSFERRING INTER-SYSTEM TELEPHONYA: U1P
 *A:-speed in which users k needed digits (as requested by voice mail / for extension #s) **helps** determine u's behavior. EgA: fast smooth entry is intelligence / familiarity w co or system , slow k being the opposite; uneven flow of entry...
- ...Drawing: 1-> 2-> 3-For Techies [OTD (Other Technical Details)]: u (user) moves from body posture/point 1 to 2 while user is interacting with **product** both in 1 and 2; 3 person continues exercise (123456...); system is good for person S moving about in at least a minor fashion, though...
- ...vibration can be emitted in any way [to driver/passenger(s)/back seat 5 drivers]. GUIDE " / GUIDANCE = Acts as the user's personalized guide. **Helps** users learn how to use the invention, by 'tailoring the guidance to the user's interests. Helps users in way they will better understand, especially...
- ...compact, and shock resistant as non-portable variations. Can be used as a Walk About invention. For Techies: Drawing: c (computer) = battery = protective casing around **product** = handle . 'WA strap: use the **product** while walking about, since the strap will hold itself in place on user's: upper leg, upper, lower arm, waist (use by just turning head... chance that a user is actually hacking into the system based on their behavior profile. More. Read Later: Invention can score numerical quantifications of a **product** ; user's performance; or 'status of situation. Definition overlaps function of "Status". System reacts according to how good a score is, for example it may...
- ...with compatible fingerprints. Related to existing "C" systems based on horoscope, blood type. Similar products exist at least in idea form, see "Popular Science" new **products** section for an issue in '94-4/96. + The U1P (user information programming) of user can change from data collected via "tracking" sys. % "Camera" = "Track..."
- ...matching fingerprints. Applications: credit cards, ID card systems.-Can take fingerprints of those registered with (international agencies, then you might also type a code, which **helps** "C", find your fingerprint more readily and as a safety precaution too. It accepts those who are sending their payments in time.-use when using...needed.-"Morning alarm": it's levels of: effectiveness, "entertainment", "education", user friendliness. + Subject categories that may have tighter scores:-finances; company's planning department (new **products** , future trends); anything that can financially **help** hacker, and or hurt owner of system being protected by access; file on the access system, eg: information on how hackers are caught; information risking...
- ...t match up; their behavior doesn't match password.-accessor is running a (large) "bill" payable by owner of accessed system.-accessor uses protection to **help** hide accessor's true identity, eg: accesses via strange tel numbers, or from outside office.-takes psychiatric related drugs-when material is transferred to or...
- ...of the main system:-What's on accessor's computer: System "analyzes" (all) the files of accessor's computer, whether accessor does or doesn't **choose** to permit them to be accessed by access controller. These other files **helps** develop uip-db of accessor.-What accessor does on world wide web: web sights accessed / *created; type E-mail sent and received.-is accessor...

- ...changes in uip database, pp.-FOR TECHIES Part #2: D (UIP) = "Billing"; User can take their cart (their personalized uip for all identical or related **products**) from machine to machine, eg: % existing card used to both activate and **select** desired preferences in car stereo systems; different cart ('cartidge for software) effects user's uip differently with the correlated changes in functions; type "character" changes...
- ...not.-(Designating different type connections / (incoming) calls related to another of our ideas?): sys responds differently depending on which other N/sys/existing **product** wants to "interact" with it.
-sys knows identity of other part/sys via its: "access" / code / tel # / uip (behavioral characteristics of N, or U...
- ...Bib 6.94 disk). UIP-Tailor and UIP-Suggest: . UIP-Tailor = SW: For: (automatically) suggesting how sys can better tailor itself to u's needs / **helps** get **product** ideas / **helping** User brainstorm. .
Introduction to formulae generation systems: Software used in developing / analyzing / evaluating formulae for food, chemistry, indicators, etc.-uip of desired function is matched...
- ...degree uip-tailor will suggest or bypass former and simply alter itself to u's need. 5) Constitution needed in plastic resins / metals / **product** casing ("cm", "cp") or Features, for = tolerating designated levels of: stretching, bending, pulling = within designated environments of varying (extreme): temperatures, light, abuse, excessive wear, time... according to: UIP or BA. OTHER: * Each accessor has differing hurdles to pass= and gain access. Needed passwords (are uip-tailored) to each accessor= better **helping** accessor remember password(s). .-"Changing Passwords": Needed passwords may need to be altered ("edited") each time in different manner within the...of IM124's "BA" Section. Adapted to Access BA: * Introduction: most of the original IM120's BA was moved to Access' BA's Parts Section. * **Product** 's "access" functions +might be (slightly) altered according to U's determined (via: BVA/UIP) behavior. *-The OSCs sound quality (might be) is so excellent...
- ...is a pattern that falls within or out of "designated" behavioral patterns. The pattern of movement might be "educated" to user, and or "ba" may **pick** up on u's (fairly) unique movements, like analyzing a person's movement to generate their signature. + Correct utilization of "Remote"-> "Password". See "Remote" part...
- ...etc) spins in container, on CRT. Can output words, suggestions, slogans. Checks p by: u touching a pad measuring your temp; sensing stress in voice (**product** exists) whenever speaking (and hence operates whenever machine's on). 7) A2-1 70 HANDWRITING ANALYZER: sw studies what p writes onto special display ("S...of one's products: Access to (free): water; soda dispensers; physical access to permit entry into a gated area or building or zone-w/ desired **products** / services; "stereo"; "osc"; information; kn function; or anything else that can be limited /quantified / restricted to certain people (such as via "access").-at end or...
- ...lock by emitting special inaudible sounds from tiny pocket device. +-Key attached to the sound transmitter. +-sounds may be inaudible to human ear, lock opens. **Helps** prevent people or other's monitoring systems from knowing a sound lock is being utilized. Access' "Hide". The audible / easily recordable portion of sound might...Multiple sources generating password: User might also be asked to make all / part of the image generation, so image's output effected by the symbiotic **help** of each source. The geometric effect SW (Software) may have on each source's

input on each other causes a result nearly incomprehensible from what...

...access". Changeable password elements. "Order & Timing" of: w5 images given. . see: + "Visual analyzer", and "Artist" = "VA". Other "artist's" "images" needed for gaining access:, any **product** of nature with its visual characteristics. System(s) can require characteristic common to the species or scientific category of product, eg: any cat's hand...

...matching images / uip-ba (signature analysis N)); slows down u (user) whom sys suspects are hackers / villains; gain access intoA: entry way; use of **product** (c, some el (electronic) sys); use of game; higher levels of usage within sys; banking: electronic funds transfer; gaining access into building or C. . Image...

...4023139-especially patents listed / related to "visual analyzer" and "access"; and to some degree "ba" versus patents of other Features for this KN. ' Claims include: **helps** solve the problem that people's signatures are often commonly available.-the needed diagrams can change over time and or after designated number of usages...

Claim

... for system, user); usage of elements (nmodules, parts) that are cheaper to manufacture, and or less likely to be needed by other applications . User can **choose** from multiple variations of each **product** design, and or create the variation desired which will then be manufactured (identical products in a quantity of one or more) by the manufacturer designated by "Creator's" manufacturer database. Develop inventions by getting ideas from system's database of **product** ideas. Device will then **select** applicable companies who may manufacture and or sell your product idea. Use the database of most of our inventions from which to get ideas about...

...for mailing. .-Letter is available in 18 languages, and cart be selected by user-User selects all the manufacturers from our database specializing in said **product** categories . By **picking** any **product** user is assured there are 20-200 manufacturers world-wide in that product ... ' ..- , . 1352 category . .-the system both creates inventions , and includes products and product...

...or other filings of this inventor to: buy, and or lease and or see pictures of and or get greater information about . - user can **choose** from multiple variations of each **product** design, and or create the variation desired which will then be manufacturer by the designated manufacturer (eg: one with rights to the basic . , ; 1353 idea that generated the creative shell)-user can **select** and or develop many **product** characteristics, eg: size, casing design, color, product's "pp" or "mp" or "cart" Software and or Virtual Reality: .-using software and or virtual reality, user...

...request can be made to find all elements pertaining to "interactive" within one or more product numbers up to branch 2 or 20 - the **product** numbers can be **selected** via: key words, category, keying in **product** numbers , or by any other element that separates one product number from another.-any product can be stored into 1D-010 's memory, eg: patents...

...Tel 1 800 253-1844. Also covered in San Jose Mercury News, Sept 18, 1995 issue, titled "Problem-Solving Software... 1-The type questions are **selected** according: to UIP for nature of **product** or problem needing brains torming; UIP of U ; available db (databse) on sys, eg: if it can

recognize and make suggestions for key words supplied...

...disorientation in listener can unlock their creativity); different buyers/users/etc can each be heard on an one of more than four speakers.

8. "distancer": **helps** replicate real life experiences in using **product**

8a. each feature of distancer can have "display", "cart", "uk", "fd-hdd" "remote", "air pad", "microphone", "synth", "speaker". User with help of 3 computer ("C") programs distancer 's functions so that it **helps** replicate many functions of desired **product** ideas. Eg: the "portable" distancer can be programmed to be the following products, plus other products from this inventor's patent filings too: 3a-281a...

...central computer allows for tutorials ; -Security: "access" (restricts usage to all or limited applications (on a user by user basis (uip, "access" code))). -User can **select** and or develop many **product** characteristics, e.g., one or more of the following: size, casing design, color. -Manufacturing costs: Due to the similarities of parts, total hardware, and...

? save temp

Temp SearchSave "TA507365135" stored

? b 350,344,347,371,nftext,23,56;exsta507365135

>>> 233 does not exist

>>>1 of the specified files is not available

18dec07 14:19:21 User249839 Session D8593.2

\$8.33 1.493 DialUnits File15

\$12.39 7 Type(s) in Format 3

\$12.39 7 Types

\$20.72 Estimated cost File15

\$21.42 3.839 DialUnits File16

\$4.98 3 Type(s) in Format 3

\$4.98 3 Types

\$26.40 Estimated cost File16

\$33.97 6.087 DialUnits File148

\$14.94 9 Type(s) in Format 3

\$14.94 9 Types

\$48.91 Estimated cost File148

\$1.66 0.298 DialUnits File160

\$1.66 Estimated cost File160

\$4.29 0.769 DialUnits File275

\$4.29 Estimated cost File275

\$11.95 2.141 DialUnits File621

\$11.95 Estimated cost File621

\$6.42 1.151 DialUnits File9

\$1.50 1 Type(s) in Format 3

\$1.50 1 Types

\$7.92 Estimated cost File9

\$11.02 8.820 DialUnits File20

\$2.92 2 Type(s) in Format 3

\$2.92 2 Types

\$13.94 Estimated cost File20

\$0.46 0.441 DialUnits File476

\$0.46 Estimated cost File476

\$1.60 1.535 DialUnits File610

\$1.60 Estimated cost File610

\$1.54 1.480 DialUnits File613

\$1.54 Estimated cost File613

\$1.24 0.201 DialUnits File24

\$1.24 Estimated cost File24

Ginger R. DeMille

	\$0.31	0.296	DialUnits	File634
\$0.31	Estimated cost File634			
	\$7.21	1.292	DialUnits	File636
\$7.21	Estimated cost File636			
	\$0.48	0.481	DialUnits	File810
\$0.48	Estimated cost File810			
	\$0.66	0.659	DialUnits	File813
\$0.66	Estimated cost File813			
	\$3.48	0.623	DialUnits	File13
	\$6.00	4 Type(s) in Format 3		
	\$6.00	4 Types		
\$9.48	Estimated cost File13			
	\$1.14	0.251	DialUnits	File75
\$1.14	Estimated cost File75			
	\$1.75	0.184	DialUnits	File95
\$1.75	Estimated cost File95			
	\$18.28	3.372	DialUnits	File348
\$18.28	Estimated cost File348			
	\$15.59	3.281	DialUnits	File349
	\$1.60	1 Type(s) in Format 3		
	\$1.60	1 Types		
\$17.19	Estimated cost File349			
	OneSearch, 21 files, 38.692 DialUnits FileOS			
\$9.86	TELNET			
\$206.99	Estimated cost this search			
\$207.10	Estimated total session cost 38.947 DialUnits			

SYSTEM:OS - DIALOG OneSearch

File 350:Derwent WPIX 1963-2007/UD=200780

(c) 2007 The Thomson Corporation

*File 350: English-language translations of Chinese Utility Model registrations are available starting with update 200769.

File 344:Chinese Patents Abs Jan 1985-2006/Jan

(c) 2006 European Patent Office

*File 344: This file is no longer updating. For comprehensive coverage of Chinese patents, please use INPADOC, File 345.

File 347:JAPIO Dec 1976-2007/Jun(Updated 070926)

(c) 2007 JPO & JAPIO

File 371:French Patents 1961-2002/BOPI 200209

(c) 2002 INPI. All rts. reserv.

*File 371: This file is not currently updating. The last update is 200209.

File 2:INSPEC 1898-2007/Nov W4

(c) 2007 Institution of Electrical Engineers

File 35:Dissertation Abs Online 1861-2007/Aug

(c) 2007 ProQuest Info&Learning

File 65:Inside Conferences 1993-2007/Dec 17

(c) 2007 BLDSC all rts. reserv.

File 99:Wilson Appl. Sci & Tech Abs 1983-2007/Oct

(c) 2007 The HW Wilson Co.

File 256:TecInfoSource 82-2007/Apr

(c) 2007 Info.Sources Inc

File 474:New York Times Abs 1969-2007/Dec 18

(c) 2007 The New York Times

File 475:Wall Street Journal Abs 1973-2007/Dec 15

(c) 2007 The New York Times

File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13

(c) 2002 The Gale Group

*File 583: This file is no longer updating as of 12-13-2002.

File 23:CSA Technology Research Database 1963-2007/Nov

(c) 2007 CSA.

File 56:Computer and Information Systems Abstracts 1966-2007/Oct
(c) 2007 CSA.

Set	Items	Description
S1	5494	SALESPERSON OR SALES() (STAFF OR PERSON OR PEOPLE OR REP OR REPS OR REPRESENTATIVE? ?)
Processing S2	203	S1(6N) (ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIFIES OR NOTIFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNICAT?)
Processing S3	48453	(CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (10N) (ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIFIES OR NOTIFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNICAT?)
S4	76	S3(10N) (BOSS OR SUPERVISOR? ? OR UPPER()MANAGEMENT OR EMPLOYER? ?)
Processing S5	90507	(SELECT? OR PICK? OR HELP? OR ASSIST? ? OR ASSISTING OR CHOOSE? OR CHOOSING) (6N) (ITEM? ? OR PRODUCT? ? OR GOODS OR MERCHANDISE)
S6	2899	(CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (6N) (COMPLAINT? ? OR COMPLAIN OR COMPLAINS OR UNHAPPY OR UN()HAPPY OR ESCALATE? ?)
S7	0	S2(100N)S4(100N)S5
S8	0	S2(100N)S4(100N)S6
S9	0	S2 AND S4 AND S5
S10	0	S2 AND S4 AND S6
S11	8	S1(100N)S3(100N)S5
S12	0	S6(100N)S11
S13	0	S9 OR S10 OR S12

>>>Duplicate detection is not supported for File 350.

>>>Duplicate detection is not supported for File 344.

>>>Duplicate detection is not supported for File 347.

>>>Duplicate detection is not supported for File 371.

>>>Records from unsupported files will be retained in the RD set.

S14 0 RD (unique items)

>>>File 348 is not open.

>>>File 349 is not open.

>>>No valid files specified in FROM.

>>>Execution terminated

? ds

Set	Items	Description
S1	5494	SALESPERSON OR SALES() (STAFF OR PERSON OR PEOPLE OR REP OR REPS OR REPRESENTATIVE? ?)
S2	203	S1(6N) (ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIFIES OR NOTIFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNICAT?)
S3	48453	(CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (10N) (-ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIFIES OR NOTIFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNICAT?)
S4	76	S3(10N) (BOSS OR SUPERVISOR? ? OR UPPER()MANAGEMENT OR EMPLOYER? ?)
S5	90507	(SELECT? OR PICK? OR HELP? OR ASSIST? ? OR ASSISTING OR CH-

OOSE? OR CHOOSING) (6N) (ITEM? ? OR PRODUCT? ? OR GOODS OR MERC-
 HANDISE)
 S6 2899 (CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (6N) (C-
 COMPLAINT? ? OR COMPLAIN OR COMPLAINS OR UNHAPPY OR UN()HAPPY -
 OR ESCALATE? ?)
 S7 0 S2(100N)S4(100N)S5
 S8 0 S2(100N)S4(100N)S6
 S9 0 S2 AND S4 AND S5
 S10 0 S2 AND S4 AND S6
 S11 8 S1(100N)S3(100N)S5
 S12 0 S6(100N)S11
 S13 0 S9 OR S10 OR S12
 S14 0 RD (unique items)
 ? show files;ds
 File 350:Derwent WPIX 1963-2007/UD=200780
 (c) 2007 The Thomson Corporation
 File 344:Chinese Patents Abs Jan 1985-2006/Jan
 (c) 2006 European Patent Office
 File 347:JAPIO Dec 1976-2007/Jun(Updated 070926)
 (c) 2007 JPO & JAPIO
 File 371:French Patents 1961-2002/BOPI 200209
 (c) 2002 INPI. All rts. reserv.
 File 2:INSPEC 1898-2007/Nov W4
 (c) 2007 Institution of Electrical Engineers
 File 35:Dissertation Abs Online 1861-2007/Aug
 (c) 2007 ProQuest Info&Learning
 File 65:Inside Conferences 1993-2007/Dec 17
 (c) 2007 BLDSC all rts. reserv.
 File 99:Wilson Appl. Sci & Tech Abs 1983-2007/Oct
 (c) 2007 The HW Wilson Co.
 File 256:TecInfoSource 82-2007/Apr
 (c) 2007 Info.Sources Inc
 File 474:New York Times Abs 1969-2007/Dec 18
 (c) 2007 The New York Times
 File 475:Wall Street Journal Abs 1973-2007/Dec 15
 (c) 2007 The New York Times
 File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
 (c) 2002 The Gale Group
 File 23:CSA Technology Research Database 1963-2007/Nov
 (c) 2007 CSA.
 File 56:Computer and Information Systems Abstracts 1966-2007/Oct
 (c) 2007 CSA.

 Set Items Description
 S1 5494 SALESPERSON OR SALES() (STAFF OR PERSON OR PEOPLE OR REP OR
 REPS OR REPRESENTATIVE? ?)
 S2 203 S1(6N) (ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIF-
 IES OR NOTIFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNI-
 CAT?)
 S3 48453 (CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (10N) (-
 ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIFIES OR NOTI-
 FICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNICAT?)
 S4 76 S3(10N) (BOSS OR SUPERVISOR? ? OR UPPER()MANAGEMENT OR EMPL-
 OYER? ?)
 S5 90507 (SELECT? OR PICK? OR HELP? OR ASSIST? ? OR ASSISTING OR CH-
 OOSE? OR CHOOSING) (6N) (ITEM? ? OR PRODUCT? ? OR GOODS OR MERC-
 HANDISE)
 S6 2899 (CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (6N) (C-
 COMPLAINT? ? OR COMPLAIN OR COMPLAINS OR UNHAPPY OR UN()HAPPY -
 OR ESCALATE? ?)
 S7 0 S2(100N)S4(100N)S5

S8 0 S2(100N)S4(100N)S6
 S9 0 S2 AND S4 AND S5
 S10 0 S2 AND S4 AND S6
 S11 8 S1(100N)S3(100N)S5
 S12 0 S6(100N)S11
 S13 0 S9 OR S10 OR S12
 S14 0 RD (unique items)
 ? t11/3,k/all

11/3,K/1 (Item 1 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2007 The Thomson Corporation. All rts. reserv.

0016455757 - Drawing available

WPI ACC NO: 2007-171985/200717

Related WPI Acc No: 2007-190097; 2007-190107; 2007-190108; 2007-205381;

2007-218369

XRAM Acc No: C2007-060737

XRPX Acc No: N2007-124086

Assistance method for assisting grower with production management decisions, involves determining genotypes to grow in future growing season using customized map report and knowledge of genetics environment interactions for genotypes

Patent Assignee: DU PONT DE NEMOURS & CO E I (DUPO); PIONEER HI-BRED INT INC (PION-N)

Inventor: GARDNER D L; HOBBS T W; PETERSON T A; AVEY D P; BAX P L; BROOKE G ; ERTL D S; GOGERTY J K; HARWOOD D; IWIG R C; LAUER M J; MEYER T E

Patent Family (2 patents, 111 countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update
US 20060282467	A1	20061214	US 2005689716	P	20050610	200717 B
			US 2005722365	P	20050930	
			US 2006451054	A	20060612	
WO 2006135880	A3	20071004	WO 2006US22917	A	20060612	200765 E

Priority Applications (no., kind, date): US 2005689716 P 20050610; US 2005722365 P 20050930; US 2006451054 A 20060612

Patent Details

Number	Kind	Lan	Pg	Dwg	Filing Notes
US 20060282467	A1	EN	30	5	Related to Provisional US 2005689716 Related to Provisional US 2005722365

WO 2006135880 A3 EN

National Designated States,Original: AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KM KN KP KR KZ LC LK LR LS LT LU LV LY MA MD MG MK MN MW MX MZ NA NG NI NO NZ OM PG PH PL PT RO RU SC SD SE SG SK SL SM SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW
 Regional Designated States,Original: AT BE BG BW CH CY CZ DE DK EA EE ES FI FR GB GH GM GR HU IE IS IT KE LS LT LU LV MC MW MZ NA NL OA PL PT RO SD SE SI SK SL SZ TR TZ UG ZM ZW

Alerting Abstract ...for gathering information from crop producers to assist in making recommendations to the crop producers for next season's crop; a kit usable by a sales representative for making seed buying recommendations to a crop producer; a software program for assisting in gathering of yield and correlated geographic data for a field...

...a company in knowing and understanding their customers better, with one purpose to provide the customer with products and services that will likely

benefit the **customer** . Enables increasing **contacts** with a **customer** . Enables determining what particular fields a **customer** is farming to **assist** in making **product** recommendations or otherwise relate field locations back to operations and decision makers. Combine understanding of genetics by environment interactions with customer data to assist in...

11/3,K/2 (Item 2 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2007 The Thomson Corporation. All rts. reserv.

0016304195 - Drawing available

WPI ACC NO: 2007-020362/200703

Salesperson acquisition system has server which receives sales person application from salesperson terminal to perform money payment confirmation with respect to payment system

Patent Assignee: KISSHO YG (KISS-N)

Inventor: SHIOTA Y

Patent Family (1 patents, 1 countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update
JP 2006293951	A	20061026	JP 2005135367	A	20050406	200703 B

Priority Applications (no., kind, date): JP 2005135367 A 20050406

Patent Details

Number	Kind	Lan	Pg	Dwg	Filing Notes
JP 2006293951	A	JA	9	9	

...NOVELTY - A server (20) transmits buyer list to **salesperson** 's terminal (30) in response to **buyer** list request. The terminal displays the received **buyer** list containing information related to **buyer** such as full name of **buyer** , traded **goods** and commission. The terminal receives **selection** input of buyer based on displayed list and a transmits **sales person** application such as determining purchasing goods number of objects. The server transmits money payment confirmation with respect to payment system (40).

11/3,K/3 (Item 3 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2007 The Thomson Corporation. All rts. reserv.

0012298785 - Drawing available

WPI ACC NO: 2002-239938/200229

Related WPI Acc No: 2002-527998

XRPX Acc No: N2002-185104

Selling method for e-commerce by signing in through entry portal, selecting items for viewing and dynamically displaying items scanned by video cameras

Patent Assignee: ANGULO R A (ANGU-I); MYERS P J (MYER-I); PUGLIESE A V (PUGL-I); PUGLIESE CO (PUGL-N)

Inventor: ANGULO R A; MYERS P J; PUGLIESE A V; PUGLIESE A V I

Patent Family (6 patents, 94 countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update
WO 2001075743	A1	20011011	WO 2001US10691	A	20010403	200229 B
AU 200151248	A	20011015	AU 200151248	A	20010403	200229 B
US 20010044751	A1	20011122	US 2000194016	P	20000403	200229 E

Ginger R. DeMille

			US 2000253112	P	20001128	
			US 2001823999	A	20010403	
EP 1285371	A1	20030226	EP 2001924608	A	20010403	200319 E
			WO 2001US10691	A	20010403	
JP 2004507803	W	20040311	JP 2001573347	A	20010403	200419 E
			WO 2001US10691	A	20010403	
MX 2002009776	A1	20041001	WO 2001US10691	A	20010403	200557 E
			MX 20029776	A	20021002	

Priority Applications (no., kind, date): US 2000194016 P 20000403; US 2000253112 P 20001128; US 2001823999 A 20010403

Patent Details

Number	Kind	Lan	Pg	Dwg	Filing	Notes
WO 2001075743	A1	EN	88	29		
National Designated States, Original: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW						
Regional Designated States, Original: AT BE CH CY DE DK EA ES FI FR GB GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW						
AU 200151248	A	EN			Based on OPI patent	WO 2001075743
US 20010044751	A1	EN			Related to Provisional	US 2000194016
					Related to Provisional	US 2000253112
EP 1285371	A1	EN			PCT Application	WO 2001US10691
					Based on OPI patent	WO 2001075743
Regional Designated States, Original: AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI TR						
JP 2004507803	W	JA	143		PCT Application	WO 2001US10691
					Based on OPI patent	WO 2001075743
MX 2002009776	A1	ES			PCT Application	WO 2001US10691
					Based on OPI patent	WO 2001075743

Original Publication Data by Authority

Original Abstracts:

...may be used to enhance the shopping experience. The shopper may also ask for help from an assistant (SLA) (102) that acts just like a sales person. The SLA can also check product availability and help complete the purchase.

...The shopper may also ask for help from an assistant (SLA) that acts just like a sales person in a retail setting. This person can help select goods and can discuss the items selected. The SLA can also check product availability and help complete the purchase as in a normal sales transaction. Or, the shopper can use the ShopLive system to check out themselves. As the shopper moves through the shopping mission, they can add items to

11/3,K/4 (Item 4 from file: 350)
 DIALOG(R)File 350:Derwent WPIX
 (c) 2007 The Thomson Corporation. All rts. reserv.

0010863416 - Drawing available
 WPI ACC NO: 2001-482460/200152
 XRPX Acc No: N2001-357124

Ginger R. DeMille

Interactive toll-free telephone service providing method involves implementing interactive toll-free telephone service with call flow based on interactive toll-free telephone service design from customer

Patent Assignee: SPRINT COMMUNICATIONS CO LP (SPRI-N)

Inventor: ELLIOTT E M

Patent Family (1 patents, 1 countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update
US 6272115	B1	20010807	US 199814713	A	19980128	200152 B

Priority Applications (no., kind, date): US 199814713 A 19980128

Patent Details

Number	Kind	Lan	Pg	Dwg	Filing Notes
US 6272115	B1	EN	14	6	

Alerting Abstract ...free telephone service. The service automation system is connected to the communication network through which the request for interactive toll-free telephone service can be **communicated** by the customer. An INDEPENDENT CLAIM is also included for an interactive toll-free telephone service providing system...

...ADVANTAGE - Does not need assistance or intervention of salesperson. Reduces time required to establish interactive toll-free telephone service. Reduces sales time and effort required to assist customers in establishing interactive toll-free telephone services, thus freeing sales force to assist customers with more complex products, and services. Allows telephone service provider to quickly and easily implement test toll-free services to larger group of potential customers...

11/3,K/5 (Item 5 from file: 350)

DIALOG(R) File 350:Derwent WPIX

(C) 2007 The Thomson Corporation. All rts. reserv.

0009844425 - Drawing available

WPI ACC NO: 2000-137451/200012

XRPX Acc No: N2000-102755

Virtual sales representative system for on-line shopping via internet

Patent Assignee: ACTIVE-POINT LTD (ACTI-N); ACTIVEPOINT LTD (ACTI-N);

FRIEDMAN M M (FRIE-I)

Inventor: AVRAHAM G B; BEN A G; SHEVCHENKO V; TAVOR O

Patent Family (4 patents, 85 countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update
WO 2000003329	A1	20000120	WO 1999US14994	A	19990702	200012 B
AU 199949662	A	20000201	AU 199949662	A	19990702	200028 E
US 6070149	A	20000530	US 1998109726	A	19980702	200033 E
EP 1092197	A1	20010418	EP 1999933656	A	19990702	200123 E
			WO 1999US14994	A	19990702	

Priority Applications (no., kind, date): US 1998109726 A 19980702

Patent Details

Number	Kind	Lan	Pg	Dwg	Filing Notes
WO 2000003329	A1	EN	136	22	

National Designated States, Original: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GD GE GH GR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT-LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG

Ginger R. DeMille

SI SK SL TJ TM TR TT UA US UG UZ VN YU ZA ZW

Regional Designated States, Original: AT BE CH CY DE DK EA ES FI FR GB GH
GM GR IE IT KE LS LU MC MW NL OA PT SD SE SL SZ UG ZW

AU 199949662 A EN Based on OPI patent WO 2000003329

EP 1092197 A1 EN PCT Application WO 1999US14994

Based on OPI patent WO 2000003329

Regional Designated States, Original: AT BE CH CY DE DK ES FI FR GB GR IE

IT LI LU MC NL PT SE

Original Publication Data by Authority

Claims:

A virtual sales representative for assisting a customer in the selection of a purchase product from an e-shop built by a merchant, the customer having interests, the e-shop offering a plurality of available products within at least one department, the virtual sales representative comprising: (a) an e-shop file containing: (i) a set of questions for presenting to the customer, said questions relating to the available products and the interests of the customer, said questions associated with responses from the customer, said set of questions...

...questions, comments, and informational messages, is to be presented to the customer, and, if so, which of said questions, comments, and informational messages, is to be presented to the customer, said first set of rules containing logical operators; (vi) a second set of rules governing the respective orders of said questions, said comments, and said informational messages, said second set of rules containing logical operators; (vii) a third set of rules governing the selection of...

11/3,K/6 (Item 6 from file: 350)

DIALOG(R) File 350: Derwent WPIX

(c) 2007 The Thomson Corporation. All rts. reserv.

0009445959 - Drawing available

WPI ACC NO: 1999-385003/199932

XRPX Acc No: N1999-288356

Automated product purchasing system for packed products e.g. entertainment equipment

Patent Assignee: MCI COMMUNICATIONS CORP (MCIC-N)

Inventor: BERNARD W E; JACOBSON P A

Patent Family (1 patents, 1 countries)

Patent Application

Number	Kind	Date	Number	Kind	Date	Update
US 5918213	A	19990629	US 1995580104	A	19951222	199932 B

Priority Applications (no., kind, date): US 1995580104 A 19951222

Patent Details

Number	Kind	Lan	Pg	Dwg	Filing Notes
US 5918213	A	EN	80	44	

Original Publication Data by Authority

Original Abstracts:

An automated product purchasing system allows purchasers to order products via a remote communications medium without having to speak to a sales representative or other human operator. According to the invention, purchasers access the automated product purchasing system and browse among

the selections offered. Menu style prompts guide the customer through the various products offered by the automated product purchasing system. Product descriptions are provided to assist the customer in making his or her selections. Where appropriate, product samples are provided to the customer via the communications medium so the customer can evaluate the product prior to purchasing. Examples of product samples include movie previews, sample cuts from music tracks, software demos, and the like. Ordering and purchasing are automated...

11/3,K/7 (Item 1 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2007 Institution of Electrical Engineers. All rts. reserv.

06875358 INSPEC Abstract Number: C9805-7170-005

Title: Intelligent sales configuration

Author(s): Rust, U.

Author Affiliation: Cincom Syst. S.A., Zurich, Switzerland

Journal: Wirtschaftsinformatik vol.40, no.1 p.29-32

Publisher: Friedr. Vieweg & Sohn Verlagsgesellschaft,

Publication Date: Feb. 1998 Country of Publication: Germany

CODEN: WIINE9 ISSN: 0937-6429

SICI: 0937-6429(199802)40:1L:29:ISC;1-R

Material Identity Number: N814-98003

Language: German

Subfile: C

Copyright 1998, IEE

Abstract: The author focuses on sales configuration systems, i.e. application systems which assist the sales representatives configuring the product during customer contact. The author discusses the potential of these systems and illustrates this using exemplary application scenarios. A checklist for selection and building a sale configuration system...

11/3,K/8 (Item 2 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2007 Institution of Electrical Engineers. All rts. reserv.

06573411

Title: Innovative wine sellers [distribution route accounting]

Author(s): Schuster, A.

Journal: ID Systems European Edition vol.5, no.5 p.28, 30

Publisher: Helmers Publishing,

Publication Date: May 1997 Country of Publication: USA

CODEN: ISEEEE ISSN: 1081-275X

SICI: 1081-275X(199705)5:5L:28:IWSD;1-G

Material Identity Number: B070-97005

Language: English

Subfile: D

Copyright 1997, IEE

...Abstract: In July 1995, the company made a major change to its distribution concept. A key element in this change was the need to maintain closer contact with and better accounts data on its customer base. In Germany, Deinhard sells through a team of more than 45 sales representatives, and the company equipped each of these representatives with a Fujitsu Stylistic 500 pen computer and introduced a sales distribution and control system called Sales 2000. The sales

representative uses the pen on the Stylistic 500 like a mouse. He or she enters orders by **selecting items** from Deinhard's customer and **product lists** with a touch of the pen. If text input is necessary, it can be done by writing on the computer's display with the...

?

PLEASE ENTER A COMMAND OR BE LOGGED OFF IN 5 MINUTES

? ds

```

Set      Items  Description
S1       5494   SALESPERSON OR SALES() (STAFF OR PERSON OR PEOPLE OR REP OR
           REPS OR REPRESENTATIVE? ?)
S2       203    S1(6N) (ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIF-
           ICATION? ? OR NOTIFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNI-
           CAT?)
S3       48453  (CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (10N) (-
           ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIFIES OR NOT-
           IFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNICAT?)
S4       76     S3(10N) (BOSS OR SUPERVISOR? ? OR UPPER()MANAGEMENT OR EMPL-
           OYER? ?)
S5       90507  (SELECT? OR PICK? OR HELP? OR ASSIST? ? OR ASSISTING OR CH-
           OOSE? OR CHOOSING) (6N) (ITEM? ? OR PRODUCT? ? OR GOODS OR MERC-
           HANDISE)
S6       2899   (CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (6N) (C-
           OMPLAINT? ? OR COMPLAIN OR COMPLAINS OR UNHAPPY OR UN()HAPPY -
           OR ESCALATE? ?)
S7       0      S2(100N)S4(100N)S5
S8       0      S2(100N)S4(100N)S6
S9       0      S2 AND S4 AND S5
S10      0      S2 AND S4 AND S6
S11      8      S1(100N)S3(100N)S5
S12      0      S6(100N)S11
S13      0      S9 OR S10 OR S12
S14      0      RD (unique items)
? save temp
Temp SearchSave "TG50736833" stored
? b 47,635,570,papers;exstg50736833
    18dec07 14:30:36 User249839 Session D8593.3
        $68.04    4.102 DialUnits File350
            $12.72  6 Type(s) in Format 3
            $12.72  6 Types
$80.76 Estimated cost File350
        $0.94    0.090 DialUnits File344
$0.94 Estimated cost File344
        $8.88    0.811 DialUnits File347
$8.88 Estimated cost File347
        $0.60    0.121 DialUnits File371
$0.60 Estimated cost File371
        $5.41    0.552 DialUnits File2
            $6.70  2 Type(s) in Format 3
            $6.70  2 Types
$12.11 Estimated cost File2
        $0.88    0.215 DialUnits File35
$0.88 Estimated cost File35
        $0.58    0.140 DialUnits File65
$0.58 Estimated cost File65
        $0.59    0.125 DialUnits File99
$0.59 Estimated cost File99
        $0.39    0.077 DialUnits File256
$0.39 Estimated cost File256
        $0.71    0.195 DialUnits File474
$0.71 Estimated cost File474

```

Ginger R. DeMille

	\$0.50	0.138	DialUnits	File475
\$0.50	Estimated cost		File475	
	\$1.20	0.344	DialUnits	File583
\$1.20	Estimated cost		File583	
	\$3.01	0.388	DialUnits	File23
\$3.01	Estimated cost		File23	
	\$0.75	0.121	DialUnits	File56
\$0.75	Estimated cost		File56	
	OneSearch, 14 files,	7.418	DialUnits	FileOS
\$3.20	TELNET			
\$115.10	Estimated cost this search			
\$322.20	Estimated total session cost	46.365	DialUnits	

SYSTEM:OS - DIALOG OneSearch

File 47:Gale Group Magazine DB(TM) 1959-2007/Dec 14
 (c) 2007 The Gale group

File 635:Business Dateline(R) 1985-2007/Dec 18
 (c) 2007 ProQuest Info&Learning

File 570:Gale Group MARS(R) 1984-2007/Dec 10
 (c) 2007 The Gale Group

File 145:(Tacoma) The News Tribune 2002-2006/Jun 04
 (c) 2006 The News Tribune

*File 145: File 145 is closed (no longer updating).
 File 471:New York Times Fulltext 1980-2007/Dec 19
 (c) 2007 The New York Times

File 489:The News-Sentinel 1991-2007/Dec 12
 (c) 2007 Ft. Wayne Newspapers, Inc

File 492:Arizona Repub/Phoenix Gaz 19862002/Jan 06
 (c) 2002 Phoenix Newspapers

*File 492: File 492 is closed (no longer updating). Use
 Newsroom, Files 989 and 990, for current records.

File 494:St LouisPost-Dispatch 1988-2007/Dec 16
 (c) 2007 St Louis Post-Dispatch

File 631:Boston Globe 1980-2007/Dec 14
 (c) 2007 Boston Globe

File 633:Phil.Inquirer 1983-2007/Dec 17
 (c) 2007 Philadelphia Newspapers Inc

File 634:San Jose Mercury Jun 1985-2007/Dec 14
 (c) 2007 San Jose Mercury News

File 638:Newsday/New York Newsday 1987-2007/Dec 18
 (c) 2007 Newsday Inc.

File 640:San Francisco Chronicle 1988-2007/Dec 16
 (c) 2007 Chronicle Publ. Co.

File 641:Rocky Mountain News Jun 1989-2007/Dec 18
 (c) 2007 Scripps Howard News

File 642:The Charlotte Observer 1988-2007/Dec 16
 (c) 2007 Charlotte Observer

File 643:Grand Forks Herald 1995-2007/Dec 13
 (c) 2007 Grand Forks Herald

File 701:St Paul Pioneer Pr Apr 1988-2007/Nov 18
 (c) 2007 St Paul Pioneer Press

File 702:Miami Herald 1983-2007/Dec 13
 (c) 2007 The Miami Herald Publishing Co.

File 703:USA Today 1989-2007/Dec 14
 (c) 2007 USA Today

File 704:(Portland)The Oregonian 1989-2007/Dec 13
 (c) 2007 The Oregonian

File 706:(New Orleans)Times Picayune 1989-2007/Dec 18
 (c) 2007 Times Picayune

File 707:The Seattle Times 1989-2007/Dec 16

Ginger R. DeMille

(c) 2007 Seattle Times
File 708:Akron Beacon Journal 1989-2006/Sep 21
(c) 2007 Akron Beacon Journal
File 709:Richmond Times-Disp. 1989-2007/Dec 10
(c) 2007 Richmond Newspapers Inc
File 712:Palm Beach Post 1989-2007/Dec 15
(c) 2007 Palm Beach Newspapers Inc.
File 713:Atlanta J/Const. 1989-2007/Dec 16
(c) 2007 Atlanta Newspapers
File 714:(Baltimore) The Sun 1990-2007/Dec 16
(c) 2007 Baltimore Sun
File 715:Christian Sci.Mon. 1989-2007/Dec 18
(c) 2007 Christian Science Monitor
File 716:Daily News Of L.A. 1989-2007/Dec 14
(c) 2007 Daily News of Los Angeles
File 717:The Washington Times Jun 1989-2007/Dec 18
(c) 2007 Washington Times
File 718:Pittsburgh Post-Gazette Jun 1990-2007/Dec 18
(c) 2007 PG Publishing
File 719:(Albany) The Times Union Mar 1986-2007/Dec 17
(c) 2007 Times Union
File 720:(Columbia) The State Dec 1987-2007/Dec 14
(c) 2007 The State
File 721:Lexington Hrl.-Ldr. 1990-2007/Nov 07
(c) 2007 Lexington Herald-Leader
File 722:Cincinnati/Kentucky Post 1990-2007/Dec 17
(c) 2007 The Cincinnati Post
File 723:The Wichita Eagle 1990-2007/Dec 14
(c) 2007 The Wichita Eagle
File 724:(Minneapolis)Star Tribune 1989-1996/Feb 04
(c) 1996 Star Tribune
*File 724: File 724 is closed (no longer updates). Use
Newsroom, Files 989 and 990, for current records.
File 725:(Cleveland)Plain Dealer Aug 1991-2007/Dec 17
(c) 2007 The Plain Dealer
File 731:Philad.Dly.News 1983- 2007/Dec 18
(c) 2007 Philadelphia Newspapers Inc.
File 732:San Francisco Exam. 1990- 2000/Nov 21
(c) 2000 San Francisco Examiner
*File 732: This paper no longer updates. Last update: 20001121
File 733:The Buffalo News 1990- 2007/Dec 16
(c) 2007 Buffalo News
File 734:Dayton Daily News Oct 1990- 2007/Dec 14
(c) 2007 Dayton Daily News
File 735:St. Petersburg Times 1989- 2007/Dec 16
(c) 2007 St. Petersburg Times
File 736:Seattle Post-Int. 1990-2007/Dec 17
(c) 2007 Seattle Post-Intelligencer
File 738:(Allentown) The Morning Call 1990-2007/Dec 13
(c) 2007 Morning Call
File 740:(Memphis)Comm.Appeal 1990-2007/Dec 14
(c) 2007 The Commercial Appeal
File 741:(Norfolk)Led./Pil. 1990-2007/Dec 17
(c) 2007 Virg.-Pilot/Led.-Star
File 742:(Madison)Cap.Tim/Wi.St.J 1990-2007/Dec 15
(c) 2007 Wisconsin St. Jnl
File 743:(New Jersey)The Record 1989-2007/Dec 12
(c) 2007 No.Jersey Media G Inc
File 744:(Biloxi) Sun Herald 1995-2007/Dec 15
(c) 2007 The Sun Herald

Set	Items	Description
Processing		
Processed	10 of	50 files ...
Processing		
Processed	30 of	50 files ...
Completed		processing all files
S1	152558	SALESPERSON OR SALES() (STAFF OR PERSON OR PEOPLE OR REP OR REPS OR REPRESENTATIVE? ?)
Processing		
Processed	30 of	50 files ...
Completed		processing all files
S2	2306	S1(6N) (ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIFIES OR NOTIFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNICAT?)
Processing		
Processed	30 of	50 files ...
Completed		processing all files
S3	96138	(CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (10N) (ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIFIES OR NOTIFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNICAT?)
Processing		
Processed	40 of	50 files ...
Completed		processing all files
S4	554	S3(10N) (BOSS OR SUPERVISOR? ? OR UPPER()MANAGEMENT OR EMPLOYER? ?)
Processing		
Processed	10 of	50 files ...
Processing		
Processed	20 of	50 files ...
Processing		
Processed	30 of	50 files ...
Processing		
>>>I/O error in file 743		
>>>Execution terminated		
? b 47,635,570;exstg50736833		
18dec07 14:35:37 User249839 Session D8593.4		
\$3.85	0.691	DialUnits File47
\$3.85		Estimated cost File47
\$4.63	0.830	DialUnits File635
\$4.63		Estimated cost File635
\$2.95	0.522	DialUnits File570
\$2.95		Estimated cost File570
\$0.08	0.082	DialUnits File145
\$0.08		Estimated cost File145
\$0.57	0.551	DialUnits File471
\$0.57		Estimated cost File471
\$0.12	0.114	DialUnits File489
\$0.12		Estimated cost File489
\$0.31	0.308	DialUnits File492
\$0.31		Estimated cost File492
\$0.33	0.317	DialUnits File494
\$0.33		Estimated cost File494
\$0.37	0.359	DialUnits File631
\$0.37		Estimated cost File631
\$0.33	0.319	DialUnits File633
\$0.33		Estimated cost File633
\$0.26	0.247	DialUnits File634
\$0.26		Estimated cost File634
\$0.33	0.319	DialUnits File638
\$0.33		Estimated cost File638

Ginger R. DeMille

\$0.33	Estimated cost	File638	
	\$0.26	0.247	DialUnits File640
\$0.26	Estimated cost	File640	
	\$0.30	0.285	DialUnits File641
\$0.30	Estimated cost	File641	
	\$0.33	0.315	DialUnits File642
\$0.33	Estimated cost	File642	
	\$0.14	0.135	DialUnits File643
\$0.14	Estimated cost	File643	
	\$0.26	0.247	DialUnits File701
\$0.26	Estimated cost	File701	
	\$0.39	0.374	DialUnits File702
\$0.39	Estimated cost	File702	
	\$0.18	0.177	DialUnits File703
\$0.18	Estimated cost	File703	
	\$0.36	0.349	DialUnits File704
\$0.36	Estimated cost	File704	
	\$0.31	0.298	DialUnits File706
\$0.31	Estimated cost	File706	
	\$0.31	0.300	DialUnits File707
\$0.31	Estimated cost	File707	
	\$0.24	0.226	DialUnits File708
\$0.24	Estimated cost	File708	
	\$0.24	0.230	DialUnits File709
\$0.24	Estimated cost	File709	
	\$0.24	0.226	DialUnits File712
\$0.24	Estimated cost	File712	
	\$0.36	0.346	DialUnits File713
\$0.36	Estimated cost	File713	
	\$0.28	0.268	DialUnits File714
\$0.28	Estimated cost	File714	
	\$0.16	0.156	DialUnits File715
\$0.16	Estimated cost	File715	
	\$0.28	0.272	DialUnits File716
\$0.28	Estimated cost	File716	
	\$0.21	0.203	DialUnits File717
\$0.21	Estimated cost	File717	
	\$0.36	0.346	DialUnits File718
\$0.36	Estimated cost	File718	
	\$0.31	0.300	DialUnits File719
\$0.31	Estimated cost	File719	
	\$0.20	0.196	DialUnits File720
\$0.20	Estimated cost	File720	
	\$0.20	0.192	DialUnits File721
\$0.20	Estimated cost	File721	
	\$0.25	0.241	DialUnits File722
\$0.25	Estimated cost	File722	
	\$0.22	0.209	DialUnits File723
\$0.22	Estimated cost	File723	
	\$0.21	0.213	DialUnits File724
\$0.21	Estimated cost	File724	
	\$0.15	0.148	DialUnits File725
\$0.15	Estimated cost	File725	
	\$0.18	0.169	DialUnits File731
\$0.18	Estimated cost	File731	
	\$0.16	0.156	DialUnits File732
\$0.16	Estimated cost	File732	
	\$0.26	0.251	DialUnits File733
\$0.26	Estimated cost	File733	
	\$0.22	0.207	DialUnits File734
\$0.22	Estimated cost	File734	

Ginger R. DeMille

	\$0.31	0.294	DialUnits	File735
\$0.31	Estimated cost		File735	
	\$0.22	0.211	DialUnits	File736
\$0.22	Estimated cost		File736	
	\$0.25	0.245	DialUnits	File738
\$0.25	Estimated cost		File738	
	\$0.23	0.218	DialUnits	File740
\$0.23	Estimated cost		File740	
	\$0.23	0.224	DialUnits	File741
\$0.23	Estimated cost		File741	
	\$0.27	0.260	DialUnits	File742
\$0.27	Estimated cost		File742	
	\$0.68	0.655	DialUnits	File743
\$0.68	Estimated cost		File743	
	\$0.20	0.190	DialUnits	File744
\$0.20	Estimated cost		File744	
	OneSearch, 50 files, 14.241	DialUnits	FileOS	
\$1.60	TELNET			
\$25.69	Estimated cost this search			
\$347.89	Estimated total session cost	60.606	DialUnits	

SYSTEM:OS - DIALOG OneSearch

File 47:Gale Group Magazine DB(TM) 1959-2007/Dec 14

(c) 2007 The Gale group

File 635:Business Dateline(R) 1985-2007/Dec 18

(c) 2007 ProQuest Info&Learning

File 570:Gale Group MARS(R) 1984-2007/Dec 10

(c) 2007 The Gale Group

Set	Items	Description
S1	60484	SALESPERSON OR SALES() (STAFF OR PERSON OR PEOPLE OR REP OR REPS OR REPRESENTATIVE? ?)
S2	1409	S1(6N) (ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIFIES OR NOTIFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNICAT?)
S3	48513	(CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (10N) (ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIFIES OR NOTIFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNICAT?)
S4	237	S3(10N) (BOSS OR SUPERVISOR? ? OR UPPER()MANAGEMENT OR EMPLOYER? ?)
S5	104239	(SELECT? OR PICK? OR HELP? OR ASSIST? ? OR ASSISTING OR CHOOSE? OR CHOOSING) (6N) (ITEM? ? OR PRODUCT? ? OR GOODS OR MERCHANDISE)
S6	10055	(CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (6N) (COMPLAINT? ? OR COMPLAIN OR COMPLAINS OR UNHAPPY OR UN()HAPPY OR ESCALATE? ?)
S7	0	S2(100N)S4(100N)S5
S8	0	S2(100N)S4(100N)S6
S9	1	S2 AND S4 AND S5
S10	1	S2 AND S4 AND S6
S11	65	S1(100N)S3(100N)S5
S12	4	S6(100N)S11
S13	5	S9 OR S10 OR S12
S14	5	RD (unique items)

? ds

Set	Items	Description
S1	60484	SALESPERSON OR SALES() (STAFF OR PERSON OR PEOPLE OR REP OR

```

      REPS OR REPRESENTATIVE? ?)
S2      1409      S1(6N)(ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIF-
      IES OR NOTIFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNI-
      CAT?)
S3      48513     (CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER)(10N)(-
      ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIFIES OR NOT-
      IFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNICAT?)
S4      237      S3(10N)(BOSS OR SUPERVISOR? ? OR UPPER()MANAGEMENT OR EMPL-
      OYER? ?)
S5      104239   (SELECT? OR PICK? OR HELP? OR ASSIST? ? OR ASSISTING OR CH-
      OOSE? OR CHOOSING)(6N)(ITEM? ? OR PRODUCT? ? OR GOODS OR MERC-
      HANDISE)
S6      10055     (CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER)(6N)(C-
      OMPLAINT? ? OR COMPLAIN OR COMPLAINS OR UNHAPPY OR UN()HAPPY -
      OR ESCALATE? ?)
S7      0        S2(100N)S4(100N)S5
S8      0        S2(100N)S4(100N)S6
S9      1        S2 AND S4 AND S5
S10     1        S2 AND S4 AND S6
S11     65       S1(100N)S3(100N)S5
S12     4        S6(100N)S11
S13     5        S9 OR S10 OR S12
S14     5        RD (unique items)
? s s9:s14
? rd      S15      66 S9:S14
? rd      S16      64 RD (unique items)
? s s16 not py>2004
? rd      S17      57 S16 NOT PY>2004
? show files;ds
File 47:Gale Group Magazine DB(TM) 1959-2007/Dec 14
(c) 2007 The Gale group
File 635:Business Dateline(R) 1985-2007/Dec 18
(c) 2007 ProQuest Info&Learning
File 570:Gale Group MARS(R) 1984-2007/Dec 10
(c) 2007 The Gale Group

```

```

Set      Items      Description
S1      60484      SALESPERSON OR SALES() (STAFF OR PERSON OR PEOPLE OR REP OR
      REPS OR REPRESENTATIVE? ?)
S2      1409      S1(6N)(ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIF-
      IES OR NOTIFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNI-
      CAT?)
S3      48513     (CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER)(10N)(-
      ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIFIES OR NOT-
      IFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNICAT?)
S4      237      S3(10N)(BOSS OR SUPERVISOR? ? OR UPPER()MANAGEMENT OR EMPL-
      OYER? ?)
S5      104239   (SELECT? OR PICK? OR HELP? OR ASSIST? ? OR ASSISTING OR CH-
      OOSE? OR CHOOSING)(6N)(ITEM? ? OR PRODUCT? ? OR GOODS OR MERC-
      HANDISE)
S6      10055     (CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER)(6N)(C-
      OMPLAINT? ? OR COMPLAIN OR COMPLAINS OR UNHAPPY OR UN()HAPPY -
      OR ESCALATE? ?)
S7      0        S2(100N)S4(100N)S5
S8      0        S2(100N)S4(100N)S6
S9      1        S2 AND S4 AND S5
S10     1        S2 AND S4 AND S6
S11     65       S1(100N)S3(100N)S5
S12     4        S6(100N)S11
S13     5        S9 OR S10 OR S12

```

S14 5 RD (unique items)
S15 66 S9:S14
S16 64 RD (unique items)
S17 57 S16 NOT PY>2004
? t16/3,k/all

16/3,K/1 (Item 1 from file: 47)
DIALOG(R)File 47:Gale Group Magazine DB(TM)
(c) 2007 The Gale group. All rts. reserv.

07322394 SUPPLIER NUMBER: 145926816 (USE FORMAT 7 OR 9 FOR FULL TEXT
)

All-star tech stores: who's got the best prices, selection, sales help, and return policies among online and brick-and-mortar stores? We surveyed more than 5000 readers to find the best places to buy tech gear. (SHOPPING)

Null, Christopher

PC World, 24, 6, 100(8)

June, 2006

ISSN: 0737-8939

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 4129

LINE COUNT: 00375

... weren't much help in the brick-and-mortar world. Wal-Mart in particular received low scores for the product and category knowledge of its sales staff, and only Fry's managed to garner a high rating from more than 50 percent of its customers on its salespeople's knowledge of product...

...Jersey, concurs. "Sometimes I feel like the salespeople are more of a hindrance than a help."

Online, a few sites offer easy, convenient ways to contact a customer representative for sales help. NewEgg, TigerDirect, Dell, and HP all had a majority of their shoppers praise the accessibility of live help. NewEgg and TigerDirect...

...sites high marks for the knowledgeability of the service representative they spoke with.

If you're a rank novice when it comes to a specific product category--say, in choosing among an LCD, plasma, or rear-projection HDTV--most respondents recommend you do research online. Start with trustworthy sources and then branch out to category...

16/3,K/2 (Item 2 from file: 47)
DIALOG(R)File 47:Gale Group Magazine DB(TM)
(c) 2007 The Gale group. All rts. reserv.

06390243 SUPPLIER NUMBER: 90753713 (USE FORMAT 7 OR 9 FOR FULL TEXT)

How to increase your long-gun sales: here are a dozen tips to boost your rifle and shotgun profits! Plus, a half-dozen mistakes to avoid!

Boyles, Carolee

Shooting Industry, 47, 8, 29(3)

August, 2002

ISSN: 0037-4148

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 1680

LINE COUNT: 00131

... 20-year review of U.S. firearm manufacturing. It's the only report of its kind and is widely read by manufacturers who determine which products to produce. Reading it will help a dealer understand what drives the market. The report is now available online at

www.shootingindustry.com.

GUNS magazine is another valuable resource for learning...

...consumers read about, and what they ask for in accessories. The magazine's Website, www.gunsmagazine.com, is also a useful research tool.

Tip #3

Communicate with your customers.

"Talk to the **customer** and identify his needs," said Allan Boyer, fifth-generation owner of A. F. Boyer Hardware in Slatington, Pa.

If the customer wants a shotgun that...

...to have a discussion so you're sure you're selling the customer something they really want or need.

Tip #4

Hire employees who can **communicate**.

"Good **communication** skills are critical," Boyer said.

If a **customer** asks, "Where are your rifles?" and the frontliner says, "In the back of the store," that's not adequate.

"He should say, 'Go up the steps and make a left,'" Boyer said.

"Every employee should take the time to answer questions accurately."

Tip #5

Dress for success.

Outfit your **sales staff** in matching shirts, such as shooting shirts.

"That way when someone comes in they know who works there and who they need to talk to," Sharpless said. "Clothing is a key to that. Your staff should all be dressed the same."

Tip #6

Train your **sales staff**.

If your **sales staff** isn't motivated enough to read about the long guns you're selling, hold a weekly training session on what's new, what's hot...

16/3,K/3 (Item 3 from file: 47)
DIALOG(R)File 47:Gale Group Magazine DB(TM)
(c) 2007 The Gale group. All rts. reserv.

05933069 SUPPLIER NUMBER: 66528346 (USE FORMAT 7 OR 9 FOR FULL TEXT)
RELATING TO YOUR CUSTOMERS.

BORT, JULIE
ColoradoBiz, 27, 10, 52
Oct, 2000

ISSN: 1523-6366 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1981 LINE COUNT: 00160

... do customers report problems and satisfaction? If they report a problem, is the system for addressing that problem airtight? Can you identify and analyze similar **complaints**? If a **customer** expresses interest in a product to a field repair person, will that lead to sales?
* **Choose** a software **product**, or an outsourced service, to support the company's most pressing customer service goal.

A SPIDER WEB OF OPTIONS

With hundreds of CRM software products...

...A also buy service B. It then would help you launch a marketing campaign to make use of this data.

Operational CRM software assists with **customer** calls, e-mails and other **communications**. It integrates all messages into a single **customer** history.

The newest CRM category is eCRM, and it is used for e-business, such as personalizing web pages, online marketing campaigns and real-time web chat support.

You also can categorize products by what they do and for whom. Different products perform **contact** management for **sales people**, support for **customer service** reps or automated online marketing campaigns for e-business.

Then again, you might skip the prepackaged software altogether and build your own. This was...

16/3,K/4 (Item 4 from file: 47)
DIALOG(R)File 47:Gale Group Magazine DB(TM)
(c) 2007 The Gale group. All rts. reserv.

05461172 SUPPLIER NUMBER: 56899730 (USE FORMAT 7 OR 9 FOR FULL TEXT)
New markets require new skills.(Mohr Development helps BioWhittaker Inc.
train a more responsive sales force)(Brief Article)

KEENAN, BILL
Industry Week, 248, 19, 24
Oct 18, 1999
DOCUMENT TYPE: Brief Article ISSN: 0039-0895 LANGUAGE: English
RECORD TYPE: Fulltext
WORD COUNT: 684 LINE COUNT: 00059

... never get a second appointment. Customers expect you to understand what they need to accomplish."

* Understanding the financial impact of decisions of both supplier and customer organizations. "We need to help our customer **contact** define the financial impact of our **product** on his company's process and **assist** him in selling the concept internally."

* Orchestrating organizational resources to build customer-focused relationships. "The **salesperson** has to try to break down the silos that divide the functions in both organizations."

* Conducting consultative problem-solving to provide customized products, services, and...

16/3,K/5 (Item 5 from file: 47)
DIALOG(R)File 47:Gale Group Magazine DB(TM)
(c) 2007 The Gale group. All rts. reserv.

05424814 SUPPLIER NUMBER: 55542118 (USE FORMAT 7 OR 9 FOR FULL TEXT)
When customer service goes bad....
Fleming, Mary M.K.
Business Horizons, 42, 4, 43(1)
July-August, 1999
ISSN: 0007-6813 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 8198 LINE COUNT: 00642

...ABSTRACT: organizations' reputations for customer service. One way to ensure that customer service is taken seriously by employees would be to have managers respond swiftly to **customer complaints**.
... eating at home were impossible. Entertainment was nonexistent. What was previously considered to be an inconvenience eventually became a nightmare.

During February and March, the **salesperson** stayed in **contact** with Nancy, telling her repeatedly that the material had not come in and the factory was uncertain when it would be manufactured. On April 6...

...or return his calls. Neither would the vice-president. In his last letter to the vice-president, Peter threatened legal action and the filing of **complaints** with **Consumer Protection** and the Attorney General. He also threatened to **notify** his **employer**, the Securities and Exchange Commission, and other appropriate regulatory ...must realize that the primary responsibility for providing satisfactory goods and services rests with their firm, not with customers forcing compliance. By the time a **consumer's complaint** is received, it is usually too late to retain the goodwill of the customer, especially if employees engage in "it's-you-against-me" conduct...the installation. The salesperson not only kept his promise, but also apologized to Mark and offered him a \$50 rebate for a future purchase of **selected items**. The installation was completed that afternoon to Mark's satisfaction. A report was filed with the warehouse manager to ensure that the erroneous merchandise was...

16/3,K/6 (Item 6 from file: 47)
DIALOG(R) File 47:Gale Group Magazine DB(TM)
(c) 2007 The Gale group. All rts. reserv.

04656427 SUPPLIER NUMBER: 18953530 (USE FORMAT 7 OR 9 FOR FULL TEXT)
25 winning technologies. (IW's 4th Annual Technology & Innovation Awards)
Teresko, John; Sheridan, John; Stevens, Tim; Taninecz, George
Industry Week, v245, n23, p14(22)
Dec 16, 1996
ISSN: 0039-0895 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 14643 LINE COUNT: 01198

... objects" to be distributed over the Internet--Concinity offers users an "interactive Internet client," explains David Rome, Calico's marketing VP.

More than a mere "product selector," the Calico software enables customers to browse a vendor's options, configure their selections, and buy complex products or services online without a sales representative

"We're very focused on doing configuration over the Internet," Rome says. "We rebuilt our front-end client model based on ActiveX. So when a...

...to a customer's Web site, it will automatically download ActiveX components to the browser. The components run in the browser--which becomes a "light client." Communication is faster, he explains, because once the objects are downloaded, they communicate directly with the Calico server rather than through a Web server.

Most Internet...

...the only way to get it is if the browser has intelligence built into it. It's a little like downloading a piece of the sales rep."

Calico's software is designed to handle the product complexity often associated with the business-to-business market--as well as such consumer products as...

16/3,K/7 (Item 7 from file: 47)
DIALOG(R) File 47:Gale Group Magazine DB(TM)
(c) 2007 The Gale group. All rts. reserv.

04145582 SUPPLIER NUMBER: 16261842 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Secrets to building an all-star team. (groupware products)
Ross, Randy
PC World, v12, n10, p60(3)

Oct, 1994
ISSN: 0737-8939 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1755 LINE COUNT: 00150

... based on keywords. The search capabilities become even more useful as the directory increases in size (and value to your company). If, for example, a salesperson wanted to pitch the branch office of an existing client, he or she could request all documents containing the client's name. The search might turn up spreadsheets, presentations, and even discussions, such as the online meeting described above.

Synchronizing Data

Other features of these groupware products help prevent administration headaches. A feature called replication synchronizes the contents of directories shared by disparate offices connected over a wide area network (WAN). Popularized by...

16/3,K/8 (Item 8 from file: 47)
DIALOG(R)File 47:Gale Group Magazine DB(TM)
(c) 2007 The Gale group. All rts. reserv.

03965926 SUPPLIER NUMBER: 14515569 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Avoiding other states' snares: tax.
Inc., v15, n10, p45(1)
Oct, 1993
ISSN: 0162-8968 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 692 LINE COUNT: 00051

... pay more money to outside states." What can get you in trouble? Blumenthal highlights three hot spots:

- * Salespeople: "Thanks to Public Law 86-272, your sales staff is allowed to solicit business in all states without incurring local taxes. But the minute a salesperson does something that can be construed as not strictly solicitation, such as physically picking up an item for return or giving instructions after the sale about how to use your products, local states can go after you for taxes."

- * Deliveries: Ship your...

...you simply drop them off at the store, you're OK. If your delivery person puts them on the rack, expect a local tax bill," warns Blumenthal.

- * Credit: Make decisions about a potential customer's credit worthiness from the home office, because it's a taxable no-no to let your salesperson do it. Likewise, don't let traveling salespeople deal with delinquent collectibles.

Here are five ideas to keep your company out of state-tax trouble...

16/3,K/9 (Item 9 from file: 47)
DIALOG(R)File 47:Gale Group Magazine DB(TM)
(c) 2007 The Gale group. All rts. reserv.

03864428 SUPPLIER NUMBER: 13435543 (USE FORMAT 7 OR 9 FOR FULL TEXT)
A surge in trade with Latin America. (includes related articles)
Werrett, Rosemary
Nation's Business, v81, n2, p32(3)
Feb, 1993
ISSN: 0028-047X LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 2624 LINE COUNT: 00212

... by fax.

Acevedo recommends strong direct marketing: "You sell as you do in the U.S. You identify customers and send brochures and videos and **sales representatives**. Written material should be in Spanish."

Stern advises hiring at least one experienced person who can train other staff members in the particular requirements of...

...veteran exporter of training systems suggests that companies also look into sight drafts, which means that the purchaser instructs his foreign bank to pay for **products** before they are **picked up** at customs. This is less costly than letters of credit, "but you have to know with whom you are dealing," the executive **warns**.

However, his credo is: "If a **customer** needs the product, you can always find a way for it to be paid for."

Rosemary Werrett is president of New York-based Latin American...

16/3,K/10 (Item 10 from file: 47)
DIALOG(R)File 47:Gale Group Magazine DB(TM)
(c) 2007 The Gale group. All rts. reserv.

03618148 SUPPLIER NUMBER: 11295257 (USE FORMAT 7 OR 9 FOR FULL TEXT)
CYMA Professional Accounting Series. (from CYMA Systems Inc.) (Software Review) (one of nine evaluations of local area network-based accounting software packages in 'Downsizing to LAN-based accounting') (evaluation)

Mullins, Barbara J.
PC Magazine, v10, n17, p148(3)
Oct 15, 1991
DOCUMENT TYPE: evaluation ISSN: 0888-8507 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1110 LINE COUNT: 00085

... invoice line items, you select a product code designated as Pay-ment. CYMA's A/R doesn't calculate commissions, but you can enter a **salesperson** ID for each invoice/order. The A/R module prints customer statements based upon customer, terms, or **salesperson**.

ORDERS AND INVENTORY IN ONE

CYMA packages O/E, purchase order, and inventory functions all in one module. O/E allows for sales of both...

...quotes or place an order or customer on hold. The program doesn't display an alternate item for out-of-stock items and doesn't **notify** you if a **customer** exceeds the credit limit. Furthermore, if the ship-to address is different from the billing address, you must either type the ship-to address when...

16/3,K/11 (Item 11 from file: 47)
DIALOG(R)File 47:Gale Group Magazine DB(TM)
(c) 2007 The Gale group. All rts. reserv.

03610606 SUPPLIER NUMBER: 10934079 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The tricks of trade shows: pre-show promotion helps you stand out from the crowd. (Risk For Entrepreneurs)
Executive Female, v14, n4, p61(3)
July-August, 1991
ISSN: 0199-2880 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 2070 LINE COUNT: 00158

... about the industry; the attendee who is checking out the

competition; and the target visitor - the one who wants to buy your product or service. **Sales reps** should offer the tire kickers brochures and invite them to tour the booth while they focus on motivated buyers.

How can you identify a serious **buyer** and not waste time pitching to a competitor? Konopacki **warns** against asking questions like "May I help you?" or "May I tell you about our super widget?" Invariably the answer will be "No, I'm...six to nine months in advance. This gives you enough time to negotiate for the best location and make key decisions about booth size and **products** to display. You also need to **select** salespeople and prepare press releases, signs and displays.

To calculate the booth size, measure the furniture, equipment and displays that will go into it. Then...

16/3,K/12 (Item 12 from file: 47)
DIALOG(R)File 47:Gale Group Magazine DB(TM)
(c) 2007 The Gale group. All rts. reserv.

03160184 SUPPLIER NUMBER: 07125505 (USE FORMAT 7 OR 9 FOR FULL TEXT)
It's more than just laptops. (Sales force automation)
Ferreira, Joe; Treacy, Michael E.
Datamation, v34, n21, p127(5)
Nov 1, 1988
ISSN: 1062-8363 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 3202 LINE COUNT: 00254

... salespeople will have with their customers. Will the salespeople maintain a simple transaction-type relationship with the customer or a complex partnership in which the **salesperson** is involved with the customers' own strategies and business plans?

Frito-Lay's direct store-delivery sales force system reflects a simple product and a...

...the new system, Frito-Lay piggybacked several other changes onto the sales process to leverage the training: changes in route structures, compensation packages, promotions, and **customer contact**. The result was a marked reduction in nonproductive time (one study showed the new system saved each **salesperson** at least half an hour per day), as well as reduced inventories and more effective marketing.

The pharmaceutical industry offers the best examples of "simple...

...background to their prescribing habits to the best time to call on them. The system has increased the fruitfulness of customer calls and curbed the **sales reps'** tendency to call on friendly physicians only.

A few industries offer complex products, but limit themselves to a transaction-type sales effort. In this case, the system exists to support **product selection**, configuration, and after-sale support. One example is the heating, ventilation, and air conditioning industry, where both Trane and Carrier have developed systems that allow...

16/3,K/13 (Item 1 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
(c) 2007 ProQuest Info&Learning. All rts. reserv.

2704634 927124051
COURTING CAPITALIST CHINA ; Best Buy is ready to do business; A household name in the U.S., the Minnesota-based retailer is unknown in China. As the giant electronics chain prepares to enter that market, it is adapting to meet its big ambitions.

Moore, Janet
Star Tribune pl.A
Nov 14, 2005
WORD COUNT: 1,685
DATELINE: St Paul Minnesota

TEXT:

...which goes as far as tailoring services for specific consumers - ranging from soccer moms to tech geeks.

The trick is figuring out what level of **customer** service is right for the Chinese **consumer**. Experts **warn** that plunking down a Western business model in China is not a good idea.

"It may take consumers five or 10 years to embrace a...
...of how they shop."

At one of the largest Gome stores in Shanghai, an army of blue-smocked salespeople mill about the showroom, eager to **help**.

After **choosing** a **product**, customers get a receipt, which they present at sales window - in this case, a room on another floor where cashiers are perched behind dingy Plexiglas. After paying, the customer picks up his purchase from the original **salesperson**, who demands a series of sales receipts, all of which are stamped with great flourish.

Chinese consumers rarely pay by credit card. This particular Gome...

16/3,K/14 (Item 2 from file: 635)
DIALOG(R) File 635:Business Dateline(R)
(c) 2007 ProQuest Info&Learning. All rts. reserv.

2663154 854647761
Futons are bouncing back comfortably
McPherson, Doug
Boulder County Business Report v24n12.p4A
May 27-Jun 9, 2005
WORD COUNT: 853 NUMBER OF PAGES: 2
DATELINE: Boulder Colorado

TEXT:

...and up and down the Front Range.

"The keys to success are in listening and understanding what these customers want and providing a knowledgeable and **helpful sales staff** with emphasis on **product knowledge**, good **communication** and **customer service**," Schram said. "Too many times in today's marketplace we expect to receive horrible service, and we all strive to go above and beyond..."

16/3,K/15 (Item 3 from file: 635)
DIALOG(R) File 635:Business Dateline(R)
(c) 2007 ProQuest Info&Learning. All rts. reserv.

2649385 810798321
MedlOnline(TM) Named Exclusive Internet Distributor of Toshiba America Medical Systems(R) Nemio(R) Products

Anonymous
PR Newswire pl
Mar 22, 2005
WORD COUNT: 546
DATELINE: Arvada Colorado

TEXT:

...physicians understand the multiple and often confusing cost/ benefit tradeoffs of a capital medical equipment purchase. MedlOnline spares customers the hassle of meeting with multiple sales people representing multiple manufacturers and distributors, while attempting to make the best purchase decision.

MedlOnline is ISO 9002-certified, providing an internationally recognized level of quality...

...line-up that includes CT, MRI, nuclear medicine, ultrasound, and both conventional and vascular X-ray systems. Toshiba Corporation is a leader in information and communications systems, electronic components, consumer products, and power systems. Toshiba has 161,000 employees worldwide and annual sales of more than \$53 billion.

The MedlOnline logo is a registered trademark...

16/3,K/16 (Item 4 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
(c) 2007 ProQuest Info&Learning. All rts. reserv.

2559004 654578911
Raising the bar for builders and buyers
Davison, Kyle
Dallas Business Journal v27n46 p36
Jun 18, 2004
WORD COUNT: 788
DATELINE: Texas

TEXT:

...always are delivering what the customer wants.

The next two factors in the satisfaction mix were home readiness, at 18%, followed by the builder's sales staff, at 16%.

Customers want a home that is 100% complete and built on time. And they want to be kept informed about what's happening as their home is being built and to have their questions addressed quickly.

It is imperative that builders set proper expectations for the customer. Staying in constant contact with the customer about the construction process, financing and maintenance of their new home builds a strong relationship.

To do this, some builders have developed processes that include...

...from the time the contract is signed through the construction of the home and even after buyers move in.

Examples include weekly updates from the sales staff and building personnel while the home is under construction, a preconstruction meeting

Ginger R. DeMille

with the construction team before breaking ground, a walk-through with the customer prior to closing and regular follow up inspections during the first two years in the home.

Maintaining this type of **contact** and dialogue with the **customer** provides a forum in which questions and comments can be aired. **Customer complaints**, or lack thereof, are not an accurate measure of satisfaction. Research shows that as much as 40% of complaints are never mentioned. So builders who...

...in the areas customer say are important. The NAHB Research Center's NHQ Certified Trade Contractor Program is a great start.

Carefully managing their sales, **customer contact** and service operations and helping contractors raise the bar to deliver quality **products** and services will **help** builders delight their customer.

16/3,K/17 (Item 5 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
(c) 2007 ProQuest Info&Learning. All rts. reserv.

2520376 592964851
Making an impression in graphic arts industry
Hinderer, Katie
Business Journal v2ln28 pA19
Mar 26, 2004
WORD COUNT: 711
DATELINE: Menomonee Falls Wisconsin

TEXT:

...expert in a different field, including color management, customer service, typesetting and electronic file management.

Redman's concept in starting the firm was simple - to **help** the **customer** create a better print **product**. Redman's strategy included removing **communication** blocks that can occur when voice mail, emails and faxes replace actual people.

"I am a firm believer in our commitment to our customer," Redman said.

C-t-Plus is employee-owned. This year, stock options were offered to employees for the first time. The company has 22 employees, including **sales representatives** in Chicago, Milwaukee and Orlando, Fla.

FINANCING MIX

Startup funding came from several sources, including Redman's own capital, a loan from Park Bank in...

16/3,K/18 (Item 6 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
(c) 2007 ProQuest Info&Learning. All rts. reserv.

2328786 208518841
Midwest Grain Products, Inc. Changes Name to MGP Ingredients, Inc.
Anonymous
PR Newswire pl
Oct 10, 2002

WORD COUNT: 443

DATELINE: Atchison Kansas

TEXT:

...Mike Trautschold, executive vice-president of marketing and sales. "Our sales force has been realigned and relocated to specific geographic regions to enable more frequent **customer contact**, and our product management team provides specialized product and market assistance to the **sales staff** and **helps** provide **product** development guidance. Additionally, our research and development group has been reorganized to provide increased direct customer support as well as develop ingredients for the future...

16/3,K/19 (Item 7 from file: 635)

DIALOG(R)File 635:Business Dateline(R)

(c) 2007 ProQuest Info&Learning. All rts. reserv.

2308047 152497341

Over 150 ACT! Add on Products Compatible with New ACT! Version 6.0

Anonymous

Business Wire pl

Aug 20, 2002

WORD COUNT: 765

DATELINE: Scottsdale Arizona

TEXT:

...addition to vertical market add-on products, products are available for enhanced business productivity in the following categories:

- Addressing
- Books, Training and Newsletters
- Business Planning
- **Communications** through e-mail, messaging and fax
- **Customer** Support and HelpDesk
- Data Import, Export, Lookup and Management
- Mailing and Shipping
- Mapping
- Project Management
- Quoting and Proposals
- Reporting
- Sales and Marketing tools
- Telephony
- Utilities...

...Grabber. Specifically, ListGrabber imports leads from yellowpages.com, scanned lists, word files and trade show lists into an ACT! database with a

simple click.

"For **Sales people** at LexJet, ListGrabber delivers a steady stream of leads to act upon. It allows us to spend time selling not working with data," said Chris...

...organizations. With over 4 million individual users and 12,000 corporate accounts, ACT! has a heritage of delivering high-quality, reliable, and easy-to-use **products** that **assist sales people** and business professionals better manage and build relationships. ACT! provides fully integrated calendar, contact, and communications functionality, as well as sales tools and reporting capabilities...

16/3,K/20 (Item 8 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
(c) 2007 ProQuest Info&Learning. All rts. reserv.

2122453 65164160

Deloitte & Touche Names Naresh Lakhanpal National Practice Director in its Technology & Communications Group

Anonymous
Business Wire pl
Dec 13, 2000
WORD COUNT: 557
DATELINE: Dallas Texas

TEXT:

...Based in Dallas, Lakhanpal will provide national direction and management of Deloitte & Touche's Technology & Communications Group, overseeing the firm's development and delivery of **selected products** and services in the key market regions of Dallas/Austin, Boston, New York Tri-state area, Washington D.C., Seattle, Northern California, and Southern California.

Utilizing his 15-year background in wired and wireless communications, he also plans to create new and faster ways of delivering the group's **products** and services to its client base, **helping** them set the pace for growth and success.

Lakhanpal said: "For today's technology and communications companies, we at Deloitte & Touche are challenged to help clients create new business models and revenue streams. Increasing speed to market, while establishing effective delivery methodologies, are key **client** goals."

Prior to joining Deloitte & Touche's Technology & Communications Group, Lakhanpal held the position of director of sales -- wireless for Tandem Telecommunications Networks, a division of Compaq. His successes at Tandem included consistently exceeding...

...and services to AT&T's SunComm wireless carrier affiliates.

Prior to Tandem, Lakhanpal was director of sales at Celcore Inc., where he was named **Salesperson** of the Year for 1995. Previously, Lakhanpal held sales, product planning and engineering positions with NEC America and Ericsson North America.

Lakhanpal holds an MBA...

16/3,K/21 (Item 9 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
(c) 2007 ProQuest Info&Learning. All rts. reserv.

1069101 00-34584
E-commerce reaches E-customers
Anonymous
St Louis Commerce (St Louis, MO, US) p54
PUBL DATE: 990500
WORD COUNT: 2,001
DATELINE: St Louis, MO, US, Midwest

TEXT:

...Allied Healthcare's products online in searchable databases of images and technical specifications available on the company's Web site. The Internet design tools and **product** selection wizards help Allied more efficiently serve its global market of distributors, dealers and end users such as hospitals and clinics.

"Our new Web site is a smart...

...if a customer needs specific information on a specific product, it's there and it's updated regularly. Our customer can also find their local **sales representative** or dealer through a simple zip code search. With the online technical support, the customer can connect with our service staff and request specific technical information. Technology offers these kinds of applications that build powerful, invaluable one-to-one relationships."

Kaminer adds, "The Allied Healthcare **Products** site showcases the **products**, **assists** the sales force and **helps** customers determine which **products** and features are relevant to their needs. It makes it easy for hospital and clinic designers to recommend Allied's products when building a new...pipe, and other data, the estimator gives both the cost using Insituform and traditional dig-and-replace methods. This approach helps clients in writing proposals, **alerts** Insituform to **customer** needs, and helps the company anticipate demand.

Influence's next ambitious projects are two e-commerce ventures with Express Scripts including the launch of a...

16/3,K/22 (Item 10 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
(c) 2007 ProQuest Info&Learning. All rts. reserv.

0977726 99-40525
McKesson Will Acquire J. Knipper to Expand Marketing Support Services for Pharmaceutical Manufacturers
Anonymous
Business Wire (San Francisco, CA, US) p1
PUBL DATE: 980831
WORD COUNT: 844
DATELINE: San Francisco, CA, US, Pacific

TEXT:

...approximately \$13 million. J. Knipper provides the health care

Ginger R. DeMille

industry with sales-force distribution services, database development, response processing, priority recall services and direct-to- consumer (DTC) and direct-to-patient (DTP) communications support.

Fully compliant with the Prescription Drug Marketing Act (PDMA) as well as other FDA and DEA regulations, J. Knipper operates under Good Manufacturing Practices...

...J. Knipper has established itself as a premier provider of direct mail, fulfillment and sales support services, including sample distribution to physicians and pharmaceutical company sales representatives .

"Its track record for high-quality services complements HDS's proven expertise in designing and managing value-added programs for many of the leading pharmaceutical manufacturers.

"By leveraging J. Knipper's capabilities, HDS will be well-positioned to offer a broader selection of products and services that are designed to advance the success of our manufacturing partners.

"We also plan to use the resources and expertise of the combined...

16/3,K/23 (Item 11 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
(c) 2007 ProQuest Info&Learning. All rts. reserv.

0952013 99-14793

Seeing strangely fine: Invision finds a niche selling distinctive, high-end eyewear

DeYoung, Dirk

Minneapolis-St Paul CityBusiness (Minneapolis, MN, US), V16 N2 p13

PUBL DATE: 980612

WORD COUNT: 697

DATELINE: Minneapolis, MN, US, Midwest

TEXT:

...it almost goes without saying, Jay Lipe, president of Minneapolis-based Emerge Marketing, said. But location alone is not enough. Also required are "clear-cut communications that help the customer understand exactly what you offer them and what will make them better," he said.

Besides running "image" advertising that highlights InVision's unique frames, the...

...set up an incentive system to encourage them to do just that. "They always have the knowledge. They needed great incentives to be the greatest sales people they can be," he said, adding that he lets them achieve those goals in their own style.

The basic sales pitch is simple, even when...

...the novelty of owning something unique. "A lot of high-end product marketing is based on novelty, the ability of a company to generate a product that will help consumers be first in something," Lipe said.

According to Goldberg, "Our customers are very fashion-savvy people."

Ginger R. DeMille

And "distinctive" lenses are increasingly popular. "People are...

16/3,K/24 (Item 12 from file: 635)
DIALOG(R) File 635:Business Dateline(R)
(c) 2007 ProQuest Info&Learning. All rts. reserv.

0885182 98-45811
INSIGHT.COM BOWL Brothers built Insight with borrowed \$2,000 'We didn't
know any better,' Tim Crown says of the risk in founding the firm.
Pittman, David
Tucson Citizen (Tucson, AZ, US) p9.D
PUBL DATE: 971225
WORD COUNT: 1,910
DATELINE: Tempe, AZ, US, Mountain

TEXT:

...said. "You can talk to a real live person or you can surf the Web
without anybody talking to you. We will give people the help they need to
find their computer products .

"We are very service-oriented. When you talk to us on the phone, you
will find our sales reps are very knowledgeable. They spend 10 percent
of their time on ongoing product training. They are not order takers that
don't know anything about...

...of any distribution channel in America and in the world.

"If you give good price, you have the product in stock and you have
great sales people and service around it, you've got a winning
combination."

Crown said Insight will soon open a retail sales office in Tucson and
Flagstaff sometime...larger businesses outside Maricopa County.

"A lot of our customers would just as soon talk to us by phone," he
said. "But the bigger the customer, the more they want faceto-face
contact. So, instead of having people travel from Phoenix, it is easier
just to have the people right there in the market."

Though Insight sells products...

16/3,K/25 (Item 13 from file: 635)
DIALOG(R) File 635:Business Dateline(R)
(c) 2007 ProQuest Info&Learning. All rts. reserv.

0845799 98-06154
ON SERVICE, MYSTERY SHOPPERS TELL ALL COMPANIES FIND OUT IF WORKERS MEASURE
UP
Fimea, Mike
Arizona Business Gazette (Phoenix, AZ, US), V117 N35 p7
PUBL DATE: 970828
WORD COUNT: 1,222
DATELINE: Scottsdale, AZ, US, Mountain

TEXT:

...up to speed, and to reward them for doing a good job."

Mystery shopping is no mystery, really: A ServiceTRAC employee poses as an average **customer** and reports back on the experience in terms of initial **contact**, sales presentation, closing skills and other factors. Nowell says his company does between 500 and 800 shops each month, tapping into a national database of mystery shoppers that ServiceTRAC helped to create.

He notes that a customer's definition of friendliness depends on what they're buying. A **salesperson** at a housing development is held to a higher standard, for example, than a teenager taking an order at a fast-food joint.

"In the housing industry, you expect the **salesperson** to step forward, shake your hand, look you in the eye and use your name in conversation," Nowell said. "Companies train their staffs to sell..."

...information.

"They needed a strategic plan to create an integrated set of standards," Nowell said. ServiceTRAC broadened its services, creating focus groups and sales-oriented **product** manuals to **help** clients articulate the story of their business.

Nowell has even used mystery shopping to help his own company. He detected an unsettling trend about two...

16/3,K/26 (Item 14 from file: 635)
DIALOG(R) File 635:Business Dateline(R)
(c) 2007 ProQuest Info&Learning. All rts. reserv.

0749813 97-08340

Nothing happens until sales are made

McDonald, Peter

BUSINESS News New Jersey (New Brunswick, NJ, US), V9 N21 p30

PUBL DATE: 961016

WORD COUNT: 1,144

DATLINE: Charlotte, NC, US, South Atlantic

TEXT:

...sales effectiveness. It does not offer a canned plan or a formula to succeed. It is a book of techniques, tips and positive reinforcement a **sales person** can constantly consult and work with to improve his or her sales methods. As Gitomer preaches, "If you learn a technique and do it twice..."

...sales rules with a numbered collection of quick one-liners that drive his point home.

Throughout the book, Gitomer constantly evokes characteristics he believes a **salesperson** needs to have. Honesty makes this list, a pleasant surprise for those who think everyone in sales is a huckster. Repetition and practice are constantly...

...creatively.

Gitomer calls humor his biggest sales secret, noting that nothing builds rapport faster. He writes: "I believe humor to be my single most important **communication** strength. If I can get the prospect or **customer**

Ginger R. DeMille

to laugh, I can get him or her to buy."

He also writes that more than 150% of sales are made because of friendship. Think...

...builds trust, and a friend is more willing to listen and return phone calls.

The best salespeople today get to the sale by being truthful, helpful, and knowledgeable. Total product awareness is a must. A salesperson who really knows the product has "the information a customer needs to make an informed decision or solve a problem."

When you speak with Jeffrey...
...but it's no longer possible to employ hoodwinking."

Gitomer believes sales in the 21st century is going to be based on shifting. The new salesperson is going to have to shift his or her focus from getting sales to giving sales. Sales will be relationship

16/3,K/27 (Item 15 from file: 635)
DIALOG(R) File 635:Business Dateline(R)
(c) 2007 ProQuest Info&Learning. All rts. reserv.

0738854 96-97372
A Pilot plan for sales force automation
Derringer, Pam
MASS HIGH TECH (Watertown, MA, US), V14 N30 p15
PUBL DATE: 960909
WORD COUNT: 642
DATELINE: Boston, MA, US, New England

TEXT:

...slices and dices quantitative statistics in multiple ways to get a full picture of past performance.

"Our traditional strength is in [OLAP] sales analysis, by product, store or salesperson, helping people understand the product mix and what is working when they aren't on a [local area network]," Lane said.

The Publisher next adds data mining, which develops a...

...understand and interpret, he said.

Finally, the Publisher gets the information to the managers and their sales staffs in the field. Using the Publisher, a salesperson or a store manager on the road can get an up-to-date view of what is happening throughout the business, analyze sales and forecast trends, digest the information and then quickly resume the customer contacts at hand, he said.

Recognizing that remote sales staffs have different analysis needs and connectivity tools, the Publisher can deliver information in several ways:

* A...

...from the network and then run the analysis from the application stored right on the notebook.

Ginger R. DeMille

The data downloading can even be scheduled when the salesperson or manager is occupied elsewhere, so it is ready when they need it.

"You can do all the slicing and dicing and forecasting without having ...

16/3,K/28 (Item 16 from file: 635)
DIALOG(R) File 635:Business Dateline(R)
(c) 2007 ProQuest Info&Learning. All rts. reserv.

0426364 93-78563
Quarter-century of patience has paid off
Spalding, Jan
Tribune Business Weekly (South Bend, IN, US), V4 N20 s1 p2
PUBL DATE: 930825
WORD COUNT: 729
DATELINE: Mishawaka, IN, US

TEXT:

...of these specific products made up Trinetics hit list. (Percentage figures were obtained from the U.S. Department of Commerce.) Once countries were identified, independent sales representatives worked to introduce the company and its products.

Through the years, Trinetics has taken advantage of several local, state and national programs, including a \$5,000 grant to produce English and Spanish versions of a product information video and participation in an overseas marketing program sponsored by the state that helps market Indiana companies' product information.

Trade shows have been especially helpful, Reinke said. A shipment sent out just last week to Brazil -- "one of the toughest countries in the world to crack," according to Reinke -- was gained through trade show contacts made just this year.

Simple customer relations played an important role in enhancing orders from current customers in Venezuela. It would have been easy to consider them as too far away...

16/3,K/29 (Item 17 from file: 635)
DIALOG(R) File 635:Business Dateline(R)
(c) 2007 ProQuest Info&Learning. All rts. reserv.

0421839 93-73929
Stanford Telecom and Zilog team up to offer a high end wireless chip
Bradley, Chris
Business Wire (San Francisco, CA, US) s1 p1
PUBL DATE: 930816
WORD COUNT: 487
DATELINE: Campbell, CA, US

TEXT:

...the STEL-2000," said Hatch Graham, vice president and general manager of Stanford Telecom's ASIC & Custom Products Division.

"With the convergence of computing and communications, consumer demand for computerized wireless products is gaining momentum," commented

Ginger R. DeMille

Zilog principal marketing product manager for wireless communications, Alan Jacobsen. "The STEL-2000 chip is optimized...

...and Custom Products Division develops and markets cost-effective, highly integrated communication products based upon VLSI technology. The company is a worldwide supplier of communications products, including comprehensive selection of ICs and sub-systems for direct digital synthesis (DDS), spread spectrum wireless communications, VSAT and cable applications.

Employing approximately 950 employees located nationwide and over 40 sales representatives and distributors around the world, Stanford Telecom is publicly traded on the NASDAQ stock exchange under the symbol STII.

Zilog is an innovator in the...

16/3,K/30 (Item 18 from file: 635)
DIALOG(R) File 635:Business Dateline(R)
(c) 2007 ProQuest Info&Learning. All rts. reserv.

0334274 92-84707

NEC Technologies Enters Direct Distribution Channel With the NEC Select Solutions Product Family

Spillane, Geoff
Business Wire (San Francisco, CA, US) sl pl
PUBL DATE: 921019
WORD COUNT: 698
DATELINE: Buxborough, MA, US

TEXT:

...is plugged in," added Middleton. "The purchase of pre-configured, optimized systems requires a certain amount of vendor advice and consultation. The Select Solutions Center sales representatives have been trained extensively to advise customers as to which solution best suits their computing needs."

All NEC Select Solutions can be customized to accommodate specific customer application requirements. However, for larger customers who have one or more defined configurations containing unique or customer -proprietary hardware or software, NEC is offering a unique program whereby custom solutions are created, optimized, tested and stored in a secure manufacturing system. Customers...

16/3,K/31 (Item 19 from file: 635)
DIALOG(R) File 635:Business Dateline(R)
(c) 2007 ProQuest Info&Learning. All rts. reserv.

0300918 92-47484

Broker Gets Taste of Business

Leak, Andrea
Springfield Business Journal (Springfield, MO, US), V12 N48 sl pl
PUBL DATE: 920615
WORD COUNT: 738
DATELINE: Springfield, MO, US

TEXT:

...buy the products he represents. He said Consumer Brands promotes at the grocery stores the products it represents to try to get the stores to pick Consumer Brands' products when they buy from the wholesaler. Addington explained that he guarantees that the wholesaler will continue carrying the product in the future.

Some of the products that Consumer Brands represents and sells are Farmland Foods, Tyson Foods, Land of Frost, J.R. Simplot, Cargill Foods and Taste O Sea.

Consumer Brands also acts as a communication link among the manufacturer, the wholesaler and the grocery stores. If the manufacturer is planning to run a special on its products, Addington notifies the...

...grocery stores buy from the wholesaler.

Addington said he gets commission for the food he sells. He explained that he functions just like any other salesperson. He said he has quotas, and the manufacturer gives the salespeople marketing strategies for their products.

"We're just a very cost effective way for..."

16/3,K/32 (Item 20 from file: 635)
DIALOG(R) File 635:Business Dateline(R)
(c) 2007 ProQuest Info&Learning. All rts. reserv.

0252401 91-76384
Infodata Systems Announces Third Quarter Results
Kaplowitz, Harry; Morley, Jeanine; Latman, Linda
Business Wire (San Francisco, CA, US) sl pl
PUBL DATE: 911115
WORD COUNT: 281
DATELINE: Falls Church, VA, US

TEXT:

...Solutions Division to more closely reflect the primary goal of that division -- to provide quality text management solutions to our customers. We also consolidated our sales staff, enabling us to provide a single contact to each customer for all Infodata products and services. We believe that this account management approach will enable us to offer better, more personalized service to our customers as well as alert us to revenue opportunities within existing client accounts."

Kaplowitz concluded, "We believe that the changes we are implementing now will have a positive effect on our fiscal 1992 results."

Infodata provides products and services which help business, government and educational institutions automate the collection and retrieval of documents consisting of large amounts of text, and, increasingly, images. The INQUIRE/Text product...

16/3,K/33 (Item 21 from file: 635)
DIALOG(R) File 635:Business Dateline(R)
(c) 2007 ProQuest Info&Learning. All rts. reserv.

0210970 91-32706

Perdue Has Sold Many File Cabinets in 75 Years

Horak, Kathy

The Business Journal-Jacksonville (Jacksonville, FL, US), V6 N27 s1 p1

PUBL DATE: 910412

WORD COUNT: 663

DATELINE: Jacksonville, FL, US

TEXT:

...out.

Internally, an employee survey high-lighted communications as a key area for improvement, so Perdue instituted work teams - led by project managers - which incorporated **sales people** and support staff. Teams meet regularly. And all staffers are encouraged to regard each other as "customers."

Externally, at Steelcase's urging Perdue sent questionnaires last March asking some 500 clients to critique its performance. **Communication** again was the most-mentioned issue. "The **client** wants to know the status of orders, changes in delivery status. There should be no surprises," Young said.

16/3,K/34 (Item 22 from file: 635)

DIALOG(R) File 635:Business Dateline(R)

(c) 2007 ProQuest Info&Learning. All rts. reserv.

0121958 90-04609

Shoppers Rate Service: It's Bad, but Improving

Collins, Lisa

Crains Chicago Business (Chicago, IL, US), V13 N2 s1 p1

PUBL DATE: 900108

WORD COUNT: 1,015

DATELINE: Chicago, IL, US

TEXT:

...while 45% said they had both good and bad experiences in the stores -- demonstrating that some retailers have a long way to go in the **customer**-service arena.

A top **shopper** complaint: **Sales people** were standing behind the counter talking to each other or smoking rather than helping the **customer**. That was a **complaint** among 8% of shoppers.

"That would infuriate you," said George Stasick, manager of services and customer services for Dallas-based J. C. Penney Co., which operates 23 stores in the Chicago area.

Other retailers agree that indifferent **sales people** are Public Enemy No. 1. "If it's a pleasant exchange, people can excuse you for not having exactly what they want. If it's...

...customers -- and some began taking steps this past season to improve service.

For example, Field's is trying to cut the time it takes a **salesperson** to intercept a customer to 20 or 30 seconds from a one-time goal of two minutes. As recently as six years ago, it took as long as 11 minutes for

customer contact , said Gary M. Witkin, executive vice-president for stores.

And six months ago, Field's gave its employees a product information catalog to enhance their...

...and Kuppenheimer -- have a new computer system linked by satellite to the Chicago mainframe that enables store employees to search inventories of Hartmarx stores nationwide.

Sales people can find the specific size and color of an item a customer is looking for, and can have it sent to the store or the customer's home, said Mr. Reeves. About 42% of those surveyed said extra help finding an item made their shopping experience a good one last year.

J. C. Penney is in the first year of a three-year rollout of a new...

16/3,K/35 (Item 1 from file: 570)
DIALOG(R)File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

02559059 Supplier Number: 155665499 (USE FORMAT 7 FOR FULLTEXT)
Is sluggish sector ready for retail 2.0? Tech firms roll out new amenities,
but will consumers buy in?
O'Loughlin, Sandra
Brandweek, v47, n44, p4(1)
Dec 4, 2006
ISSN: ISSN: 1064-4318
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 791

... for the right size bra or lingerie. Since this fall, the retailer has employed a cell-phone size call system where fitting room specialists can alert sales associates of a customer's needs. Vocera Communications of Cupertino, Calif., makes the system.

Meanwhile, some home improvement and electronics retailers are testing interactive kiosks from Experticity, Seattle, that link harried shoppers to...

...experts" who can answer questions in different languages, offer suggestions or mention promotions. The kiosks aim to pacify customers who can't track down a sales rep. Next year, Experticity will offer customer service for followup help once a product has been taken home.

Mark Campanella, global director of retail on demand at IBM, said such technologies help stores further their brand strategies. "Not all...

16/3,K/36 (Item 2 from file: 570)
DIALOG(R)File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

02487264 Supplier Number: 134921760 (USE FORMAT 7 FOR FULLTEXT)
Rotisserie heats up: the age-old rotisserie segment is getting new life as suppliers and retailers position different varieties of meat for slow roasting. (focus on rotisserie)
White, Lisa
The National Provisioner's Meat & Deli Retailer, v4, n4, p44(3)

May, 2005
ISSN: ISSN: 1555-8339
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; General Trade
Word Count: 1094

... Perdue Farms furnishes point-of-sale materials; and Homeland Stores runs newspaper ads.

"We also encourage retailers to use colorful labels and cardboard straps to help differentiate the products," Perdue's Montuori notes. "All the product bags and clear plastic domes containing rotisserie meats can be hard to distinguish."

As consumer interest in rotisserie meats escalates, product suppliers say they will continue to offer new varieties and flavors to sustain sales. Michael Thomason, a deli sales representative for Allen Family Foods, a Seaford, DE-based provider of fresh and frozen vacuum-packed poultry, says increases in chicken prices also may cause more ...

16/3,K/37 (Item 3 from file: 570)
DIALOG(R) File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

02470034 Supplier Number: 131856861 (USE FORMAT 7 FOR FULLTEXT)
How on-demand rich media helps close the deal.(Case studies of ODRM effective utilisation)

Gustafson, Joe
Selling, pl(2)
April, 2005
ISSN: ISSN: 1069-1952
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 914

... two minutes.

* An emerging technology company turned cold calls into warm calls, increasing prospecting reach by seven times.

* With one ODRM presentation sent to one customer contact, a service firm reached 18 buying influencers at an important account. Their client renewed a multiyear agreement, and payback on their ODRM technology investment was...

...right time, or being dependent on one champion at an account to give your pitch in your words to higher-ups and associates. And every sales rep would like the omniscience to know who to call first and who is most interested among their list of leads and prospects. ODRM helps with...

...sales with many layers or influencers in the buying decision, many channels to sell through, or complex products that require presales involvement by technical or product experts to help close the deal.

What is ODRM?

On-demand rich media is the combination of multiple media types--voice, slides, images, Web pages and business documents...

16/3,K/38 (Item 4 from file: 570)
DIALOG(R) File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

02354847 Supplier Number: 99102679 (USE FORMAT 7 FOR FULLTEXT)
**Dot Hill Puts Business In Hands Of Channel -- Expecting sales to triple,
storage vendor renews its emphasis on doing business with solution
providers.**

Moltzen, Edward F.
Computer Reseller News, p57
March 24, 2003
ISSN: ISSN: 0893-8377
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 657

... company has about 50 channel partners, Barraza said, but that number could double this year.

"We have a great relationship with (Dot Hill's) local **sales (representative)** and the channel sales manager," said Donna Richter, senior account executive of Sunstar Co., Inglewood, Calif., a storage solution provider and Dot Hill partner.

Richter said Dot Hill approached Sunstar prior to the new channel push in February and told the solution provider it would begin offering more details on **products**, programs and leads to **help** increase sales.

"The communication with Dot Hill really started to pick up," Richter said. "There has definitely been a pickup in **communication**, a pickup in interest, a pickup in (**customer**) phone calls."

Richter said Sunstar would shortly determine how much this activity has impacted revenue, as it approaches the end of its 90-day sales...

16/3,K/39 (Item 5 from file: 570)
DIALOG(R) File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

02347480 Supplier Number: 97728892 (USE FORMAT 7 FOR FULLTEXT)

How trade advertising can help you and your company succeed.

Lunt, Bob
Chain Drug Review, v25, n4, p71(1)
Feb 17, 2003
ISSN: ISSN: 0164-9914
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 622

... the-scenes decision-makers with trade advertising. Studies have shown that only between 20 and 33 percent of key executives are ever called on by **sales people**.

9. Your company has a moving target: its customers.

We call this "executive turn." Your key **customer contacts** change every two to four years. It's hard to maintain a consistent dialog. Trade advertising helps keep you on top of a constantly-moving...

...O.K. to toot your own horn. Because good work rarely speaks for itself.

5. You can create specific messages for specific purposes.

Want to **help** sell-in your new **product**? Polish your image? Announce a new promotion? Promote a new support initiative? There's no better venue than trade advertising. You create the message. You...

16/3,K/40 (Item 6 from file: 570)
DIALOG(R) File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

02341218 Supplier Number: 97118866 (USE FORMAT 7 FOR FULLTEXT)
GLOBAL INNOVATOR AWARDS TO HONOR RETAIL ELITE. (International Housewares
Show to honor retailers)

Quail, Jennifer

HFN The Weekly Newspaper for the Home Furnishing Network, p8

Jan 13, 2003

ISSN: ISSN: 1082-0310

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; General Trade

Word Count: 1312

... WINNERS SPEAK OUT

"Our total store becomes a set design. Throughout the space there are demonstration areas to provide entertainment. Visual merchandising acts as a **communications** tool between the store and the **customer**. It acts as a silent **salesperson**."

Robinsons of Singapore

"Our innovations are based on a philosophy of excitement, theater and a passion for cooking. The store has the excitement of a..."

...of Hughesdale, Victoria, Australia

"We strive to present our products in the most enticing and accessible way possible. We want them to feel free to **pick up the product** and see how it feels in their hands."

Kitchen Window, Minneapolis

"Our aim is to create an emotion, a need, a wish to possess the..."

16/3,K/41 (Item 7 from file: 570)

DIALOG(R) File 570: Gale Group MARS(R)

(c) 2007 The Gale Group. All rts. reserv.

02273135 Supplier Number: 89418768 (USE FORMAT 7 FOR FULLTEXT)

PlaceWare Web Conferencing Helps Gorton's Hook More Profit by Slashing Time and Costs Across the Entire Company; Leading Seafood Company Leverages PlaceWare for Multitude of Uses Including New Product Introduction That Cut 280 Days of Travel ... Saves More Than \$150 Thousand on One Conference Alone.

PR Newswire, pSFTU06323072002

July 23, 2002

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 597

... uses PlaceWare for e-meetings and cross-departmental integration. Departments at Gorton's using PlaceWare include:

-- Human Resources: Presented new 401k program to all external sales

people

-- Technology: Used to troubleshoot system problems/train on new systems

-- Customer Service: Handled financial issues

-- Public Relations: Highly interactive press interviews and briefings

In addition, the company has used PlaceWare to work on contracts, collaborate with ad agencies on campaigns, train employees on business systems, and **communicate** with customers.

"As a **consumer** products company who utilizes cutting-edge technology, Gorton's prefers PlaceWare because it **helps** them bring new

products to market faster," said Dustin Grosse, vice president of worldwide marketing and strategy, PlaceWare. "PlaceWare is an ideal solution for companies like Gorton's who...

16/3,K/42 (Item 8 from file: 570)
DIALOG(R) File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

02135864 Supplier Number: 78438344 (USE FORMAT 7 FOR FULLTEXT)
Business-To-Business Direct Marketing.
Stone, Bob; Jacobs, Ron
Direct Marketing, v64, n4, p41
August, 2001
ISSN: 0012-3188
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 6609

... this adds value to the relationship with the customer. This forms the base for the next step and helps in building the infrastructure for the customer center.

Customer Contact Preferences

After you understand current contact practices, and what the customer values, you need to ask customers about their contact preferences.

* What types of information does the customer consider important or value based?

* How does the customer want to be contacted on each occasion?

* When does the customer want contact?

* How frequently does the customer want to be contacted?

One way to gather this customer-specific information is to ask customers during the normal course of business. That is, during a phone call with the customer, the representative is prompted to ask specific questions related to communication preferences. A second way is to use a mail survey. Another technique is the customer communication workshop. Here, groups of customers, sales representatives, and product marketing representatives meet to:

* Review the cumulative contact log

* Have each group identify the top 10 to 12 contact items

* Have each group present their selections and state reasons for selecting the item

* Resolve differences between groups

This process has the customer, together with the business, define what contacts and what content are important, what contact medium the customer prefers, and how frequently the customer wants the information. From this process a contact model can be developed for communication planning. Exhibit 17-7 shows a sample contact model. For example, it shows that the customer is willing to have 12 notifications for program specials. They prefer to have this notification through E-mail, but consider mail, phone, and face-to-face notification acceptable.

Grading Customers

One...

16/3,K/43 (Item 9 from file: 570)
DIALOG(R) File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

02126200 Supplier Number: 77758137 (USE FORMAT 7 FOR FULLTEXT)
Improving Cross-Sell Opportunities. (Brief Article)

Caplan, Jeffrey
Bank Marketing, v33, n6, p104
July, 2001
ISSN: 0888-3149
Language: English Record Type: Fulltext
Article Type: Brief Article
Document Type: Magazine/Journal; Trade
Word Count: 716

... behavior-driven solution to provide daily, targeted cross-sell alerts for high-value customers that had key changes in activity patterns. With this knowledge, the client was able to contact the customer during the time in which investment or credit decisions were being made. The bank was more often than not able to get the business before...

...solution.

Every day these cross-sell alerts were generated, prioritized and sent to sales managers in the appropriate branch or call center. Each cross-sell alert also included product recommendations based on captured customer data such as account balance and history, products currently used, customer age, customer value and other factors.

The results are quite astounding. In the first...

...contacted population versus 2 percent growth for a control group. There were also qualitative benefits from this solution as these alerts provided the bank's sales people a very timely, daily lead list to follow up with, thus keeping them very focused on immediate business opportunities. When we think about who we...

...react as customers ourselves, it's not difficult to appreciate what obstacles marketers must overcome to succeed in convincing us to buy and use their products and services. Behavior-driven marketing applications help marketers develop an understanding of each customer's needs and interests, as they have them. Such tools enable the marketer to communicate in timely ways to drive more profitable customer relationships.

Jeffrey Caplan is vice president of sales and marketing of Verbind Inc., Lexington, Mass. Verbind is a supplier of real-time e-marketing solutions.

16/3,K/44 (Item 10 from file: 570)
DIALOG(R) File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

02049765 Supplier Number: 71629574 (USE FQRMAT 7 FOR FULLTEXT)
SEARS GOES WIRELESS.
Seckler, Valerie
WWD, p14
Feb 28, 2001
ISSN: 0149-5380
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 539

The nation's second-largest retailer -- which has struggled for the past year to reignite sluggish sales of soft goods -- is turning to mobile technology to help move merchandise and information to and from its 860 stores on a more timely basis.

The setup is straightforward: The \$40 billion retail firm is just

starting...

...rather than going back to an office to retrieve data that may not be timely."

For example, the SPT 1740 mobile computers allow a Sears salesperson who is assisting a customer to communicate in real time with warehouse personnel regarding shipment of an item the customer has purchased to that Sears location, by electronically transmitting the bar code...

16/3,K/45 (Item 11 from file: 570)
DIALOG(R)File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

02043204 Supplier Number: 70972507 (USE FORMAT 7 FOR FULLTEXT)
COMING TO AMERICA; IN ORDER TO MAKE IT IN THE STATES, EUROPEAN KIDS VENDORS
FOCUS ON SERVICE AND MARKETING.(European children's shoe vendors)
Carmichael, Celia
Footwear News, pl10
Feb 19, 2001
ISSN: 0162-914X
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1193

... shoes." Kohlenberg added that third-party endorsements are also key, particularly if an important customer requests the brand by name or asks for a larger product selection.

Vendors confirmed that connecting with customers is just as critical as building a relationship with retailers. At WFC, which distributes the Brakkies and Mag Kids brands, educating consumers begins with highly trained sales reps. "The first sale is always the most difficult," said Vansteenkiste, who noted that customers are initially resistant to higher-priced European footwear. "It's a...

...the technology in our shoes, about fashion trends, and topics like sizing and fit." He added that the company recently introduced an initiative whereby one sales rep is selected each season to visit the company's factories in Holland. "It's as if a whole world opens up, and it enables them to communicate our brand story more effectively," he said.

European vendors also cited a solid marketing plan as an important communication tool. Consumer advertising is generally the most effective medium, but Kohlenberg pointed out that while "ads are needed to build distribution, vendors need the distribution to justify...

16/3,K/46 (Item 12 from file: 570)
DIALOG(R)File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

01974907 Supplier Number: 65487894 (USE FORMAT 7 FOR FULLTEXT)
Getting to know you.(utilizing electronic customer resource management tools)
Morse, Elizabeth
BC Business, v28, n9, pl01
Sept, 2000
ISSN: 0829-481X
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1461

... managers sensed that their company was outgrowing its modest Web presence. Not only could the site not handle online ordering, it couldn't interact with **sales reps** on the road. "We knew we had to get connected to the Web in a bigger way," says Alco president and CEO Ben Hume, looking ...

...Bill of Materials. And one minor miscue on an order form often meant the wrong parts being manufactured. Equally frustrating, Alco had developed its own **product** configuration tool to **help** the sales team produce quotes -- but nobody outside the company's walls could access it. Put simply, they had problems.

Rude and Crude
It's...

...their computers. They simply didn't have the right tools. The company had long used contact management, but only to keep track of things like **contacts** and individual calendars. "It was **customer**-centric, but still pretty rude and crude," admits Hume.

By 1998, Alco had grown to 70 employees and, for the first time, had four salespeople...

16/3,K/47 (Item 13 from file: 570)
DIALOG(R) File 570:Gale Group MARS(R)
(C) 2007 The Gale Group. All rts. reserv.

01966853 Supplier Number: 62829827 (USE FORMAT 7 FOR FULLTEXT)
How to Keep Your Sales Career From Getting Caught in the Net.

Graham, John R.
Direct Marketing, v62, n11, p58
March, 2000
ISSN: 0012-3188
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1598

... you bring a level of expertise to their business that they aren't getting elsewhere. A LCD projector buyer spent time on the Web researching **products**. After narrowing the **selection**, he called a dealer he had done business with over the years, and talked to a **salesperson** about the selection. After asking the ...questions--What size room will it be used in? What material will you be projecting? How far will the projector be from the screen?--the **salesperson** recommended another projector from the same manufacturer. The **salesperson**'s knowledge tilted the balance.

Customers, particularly business-to-business buyers, want support from knowledgeable people. The goal is to be perceived as a resource...
...sells insurance." "She was just a tire kicker--no intention of buying." While no one can close every transaction, most sales are lost because the **salesperson** gives up too soon. Whether it's 30 days or two years after the last **contact**, the **customer** makes a buying decision--with someone else. And every **salesperson** wonders why it happened that way.

Unless there is a crisis, today's buyers do not make quick decisions. They buy when they get ready...

...to acknowledge, for one reason or another, that vast changes are taking place that have a direct impact on sales and the role of the **salesperson**.

We all know that a good **salesperson** wants to believe that he or she can convince anyone of anything. Yet, we also know that it isn't really true. While you can...

16/3,K/48 (Item 14 from file: 570)
DIALOG(R)File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

01872391 Supplier Number: 60087923 (USE FORMAT 7 FOR FULLTEXT)
Amos Alter. (Brief Article)
SILBERMAN, JEFF
Billboard, v112, n9, p60
Feb 26, 2000
ISSN: 0006-2510
Language: English Record Type: Fulltext
Article Type: Brief Article
Document Type: Magazine/Journal; General
Word Count: 2128

... stores to accommodate the cassette-tape format. Building record stores infected him with the music bug, so he sold his business and worked as a **sales rep** for a record importer before opening two franchise music stores. All that helped him develop the smarts to discover an unmet niche for a specialized...

...become a multi-label conglomerate?

At the time, in 1981, I had already been in the music business for 10 years. I worked as a **sales rep** for a company that imported a lot of different labels, so I had **product** knowledge. Being on the road **helped** me develop **contacts** and a **customer** base. A lot of the buyers I dealt with gave me the incentive and encouragement to go out and do this on my own.

At...

16/3,K/49 (Item 15 from file: 570)
DIALOG(R)File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

01866431 Supplier Number: 60106566 (USE FORMAT 7 FOR FULLTEXT)
RETAILERS DEBATE DECORATIVE ACCESSORIES MARKETING APPROACHES. (Brief Article)
Meyer, Nancy
HFN The Weekly Newspaper for the Home Furnishing Network, p23
March 6, 2000
Language: English Record Type: Fulltext
Article Type: Brief Article
Document Type: Magazine/Journal; General Trade
Word Count: 681

... side, however, can be inappropriate behavior, as Paula King, a senior executive at Gabberts, pointed out. King said that Gabberts Minneapolis store has changed its **sales staff**'s salary structure. "We've got 34 interior designers at 10 percent commission and 60 furniture **sales people** at 6 percent commission, but we just moved to a dollar-per-hour salary in our home store, but tied to the department's sales, so it's tied to the growth of the business."

King said otherwise, "you **incentivize** the wrong behavior," such as the vulture-like **salesperson** who grabs a **customer** just because he made eye **contact** with him.

Commissions just add cost to the bottom line, offered Steve Woodward, senior vice president of merchandising for The Bombay Co. "The product has

...it, what's the real price?' It undermines your integrity."

The pricing discussion stemmed from a debate about merchandising support and retail requests that manufacturers **help** sell the **product** at retail. "Anything you as manufacturers can do to provide the romance on your tagging, explaining what's special or unique for the salesperson who

16/3,K/50 (Item 16 from file: 570)
DIALOG(R) File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

01810588 Supplier Number: 56461046 (USE FORMAT 7 FOR FULLTEXT)
DTC: **taking stock of the impact to date.** (direct-to-consumer
advertising) (interview with the members of the Medical Marketing and
Media Editorial Advisory Board) (Interview)

Ros, Warren
Medical Marketing & Media, v34, n9, p120(9)
Sept, 1999
ISSN: 0025-7354
Language: English Record Type: Fulltext
Article Type: Interview
Document Type: Magazine/Journal; Trade
Word Count: 4946

... President, Wyeth-Ayerst Laboratories

While direct-to-consumer advertising for prescription pharmaceuticals is an effective way to help educate lay people about medical conditions and **products** that can **help** them, a common challenge for advertisers is to describe complex issues in understandable terms that will motivate consumers to take some action. At a minimum...

...either strategy to work, companies must integrate their sales force into the consumer campaign. Generally, companies will - as we do at Wyeth-Ayerst - involve their **sales people** in the planning of a DTC campaign weeks in advance of the release of the consumer ass, whether in print or on television. Representatives are provided with information about the **consumer** campaign so that they, in turn, can **alert** the professional audience. They tell their doctors what the campaign will say, when it will launch, and how it can help their patients.

To get...

16/3,K/51 (Item 17 from file: 570)
DIALOG(R) File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

01809798 Supplier Number: 56069877 (USE FORMAT 7 FOR FULLTEXT)
MAKING SALES FLOWER.
DESIDERIO, LORI
Supermarket Business, v54, n9, p176
Sept 15, 1999
ISSN: 0196-5700
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1732

... into a random store and bought flowers. So here we have the

opportunity, that once we get a critical mass of distribution, we can start communicating to the consumer and helping them understand." Tolpegin echoes Hillyer's belief that educating the consumer with signage and knowledgeable sales staff is essential: "What types of products last longest, what are the best things for my environment or for what I'm trying to do in my home?--whatever the communication is to the consumer. Then we'll wind up seeing some of the growth that you see in traditional consumer products."

Retailers in need of even more help to revive a withering floral department should consider leasing the department to a full-service florist which can provide fresh, high quality product as well...

16/3,K/52 (Item 18 from file: 570)
DIALOG(R)File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

01786597 Supplier Number: 55441068 (USE FORMAT 7 FOR FULLTEXT)
DIAMONDS FOR THE DEALERS: MITSUBISHI UNVEILS RETAIL COMPUTERS.
RECHTIN, MARK
Automotive News, p16
August 9, 1999
ISSN: 0005-1551
Language: English Record Type: Fulltext
Document Type: Tabloid; Trade
Word Count: 841

... speed on the new system.

In the spirit of Mitsubishi's three-diamonds logo, the company gave the computer software various diamond-related names.

DIAMOND CONTACT

This deals with the customer before the sale. Not all customers want to buy the day they walk into the dealership, but few salespeople keep track of prospects after they leave.

The salesperson is assumed to have obtained the customer's phone number or address, and the salesperson logs that into the Diamond Contact software. To ensure that salespeople don't lose track of people who have visited the showroom, Diamond Contact tracks those potential purchasers, gives a daily "to-do" list for the salesperson and even scripts a follow-up pitch.

"Because customers are becoming more savvy, they are taking longer to make a purchase decision," O'Neill said...

...about 12 percent to nearly 30 percent, O'Neill said. That compares with the National Automobile Dealers Association average of 19 percent, he said.

DIAMOND SELECT

Kiosks at the dealerships will give product and transaction information to customers, either alone or with assistance from a salesperson. The kiosks are equipped with printers.

In addition to information about competitive vehicles, the kiosk answers Mitsubishi-specific questions on-screen in a frequently asked...

16/3,K/53 (Item 19 from file: 570)
DIALOG(R)File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

01784321 Supplier Number: 55376948 (USE FORMAT 7 FOR FULLTEXT)
SITES GIVE CUSTOMERS MORE AUTONOMY: UPSELLING, PERSONALIZATION, SIMPLE GRAPHICS AMONG LATEST TRENDS. (business-to-business Web sites)

OTT, KARALYNN
Business Marketing, p38
August 1, 1999
ISSN: 1087-948X
Language: English Record Type: Fulltext Abstract
Document Type: Magazine/Journal; Trade
Word Count: 959

... customers prepare other aspects of their transport needs, now posts information about 1,700 grain elevators across North America, including location, capacity, loading requirements and contact information.

Why? More resources ensure repeat visits and encourage customer loyalty.

Improved results

Overall, these marketers say they're starting to see a payoff from their Web improvements.

While Daigger's Web sales, as a...

...begun to double every month, Mr. Woldenberg says. Plus, an improved site has helped Daigger capture orders from outside its target market, which in turn helps create future products and markets, he says.

National Instruments reports a 25% increase in the amount of time users remain at its site since the past year's...

...if a customer doesn't order over the Web, Mr. Graff says, often he or she will be logged onto the site when phoning a sales representative. "It helps further the sales process," he adds.

16/3,K/54 (Item 20 from file: 570)
DIALOG(R)File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

01772893 Supplier Number: 55074747 (USE FORMAT 7 FOR FULLTEXT)
A HOUSE DIVIDED.
LITWAK, DAVID
Supermarket Business, v54, n6, p99
June, 1999
ISSN: 0196-5700
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 4018

... higher priced, higher value merchandise. I also see a lot of vacuum-packed meats and cheeses going self-service.

"There are retailers asking us to help merchandise their self-service areas because they don't have a person there to help sell these products. They need to visually enhance and sell the products; they need to communicate with the customer without having a salesperson there."

One of the problems a retailer faces when putting traditional service deli products into the self-service case is a possible loss of its...

...and make it an entire package rather than just throwing meat in a case. What they are really trying to do is to direct the customer into that area and then with signage and graphics communicate with the customers that it's there and what it's about--visually trying to enhance that, warm the area up with signage, props, and...

16/3,K/55 (Item 21 from file: 570)

DIALOG(R) File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

01761078 Supplier Number: 54787587 (USE FORMAT 7 FOR FULLTEXT)
So Happy Together.
FRYER, BRONWYN
CFO, The Magazine for Senior Financial Executives, v15, n6, p67(1)
June, 1999
ISSN: 8756-7113
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Professional Trade
Word Count: 2665

... software applications, affects every area that touches the customer. In the marketing department, marketing automation software helps generate and qualify leads. In the sales division, **contact** management software can record **customer** and prospect information; so-called opportunity managers track potential sales through the selling cycle. **Product** configurators **help** ensure that sales orders are complete and accurately priced, and quote generators prepare formal quotations for customers.

In the customer-support area, call-center software...

...applications from Trilogy Software and Siebel Systems, and with a preexisting Pitney Bowes database. Using Trilogy's SC configuration software on a laptop computer, a **salesperson** in the field can sit down with a customer and perform a series of "what-if" scenarios (for example, "What if I want a mailing...

16/3,K/56 (Item 22 from file: 570)
DIALOG(R) File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

01750899 Supplier Number: 54582939 (USE FORMAT 7 FOR FULLTEXT)
SALES: EXPANDED USE OF COLLATERAL MATERIAL, CATALOGS BOOSTS SALES PROMOTION. (Brief Article)
bunish, Christine
Business Marketing, pS11(1)
May 1, 1999
ISSN: 1087-948X
Language: English Record Type: Fulltext
Article Type: Brief Article
Document Type: Magazine/Journal; Trade
Word Count: 471

... customers to the Web and demo a product than to produce fliers or manuals. The Web allows customers to interact on their own without a **salesperson** and to get updated information instead of waiting for a collateral piece."

At American Power Conversion, a West Kingston, R.I.-based manufacturer of power protection devices for computers and computer networks, all sales promotion components "are aggressively moving toward the Web," says Aaron Davis, VP-marketing and **communications**.

"With our electronic catalog we get as many **customer** inquiries in one month as traditional inquiries in one year. A good deal of customer service is handled by the Web or e-mail instead of an 800 number. And [computer-based] POP displays **help** people **configure** and **pick** the right product."

16/3,K/57 (Item 23 from file: 570)
DIALOG(R) File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

01719934 Supplier Number: 56000481 (USE FORMAT 7 FOR FULLTEXT)
Getting Customers to Shill for You.(Industry Trend or Event)
Hoffman, Lou
MC Technology Marketing Intelligence, v18, n7; p59
July, 1998
ISSN: 8750-1848
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 918

... backdrop, let's move to the greatest challenge: Getting customers to participate. Just finding customers can turn into a quest for the Holy Grail. Many **product** managers and marketing managers **choose** to stay planted to their comfy desks, never leaving for the exotic land called "the field" where customers reside. If your product marketing people never venture out, you should work directly with your sales team to connect with customers.

You'll find the typical **sales person** has an almost maniacal focus on closing deals (precisely as it should be). After all, his or her compensation is tied to commissions based on...
...some of your own "selling" and educating on how PR benefits the sales process.

The other key to establishing rapport with the sales folks involves **communicating** interactions that take place between PR and the **customer**. As you would expect, salespeople can be somewhat protective of their customers, but an ongoing flow of information diffuses this issue.

If your product sells...

16/3,K/58 (Item 24 from file: 570)
DIALOG(R) File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

01563352 Supplier Number: 46602833 (USE FORMAT 7 FOR FULLTEXT)
The Silent Service Spells It Out
HFN The Weekly Newspaper for the Home Furnishing Network, pS16
August 5, 1996
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; General
Word Count: 572

... and repackaged them in a self-sell carton, which made it 'easier for the store to handle and at the same time, allowed us to **communicate** to the **consumer** what the product was and how it worked,'

He added the carton also made the product easier to physically move to the register and to...

...pieces are also very effective at retail. One resin vendor said it designed a point of purchase piece to fit over the back of its **products** to **help** 'see what collection they can mix and match it with on the floor.'

'What can be difficult with products that have function is that the customer may not fully understand all of the functions and there may not be a **salesperson** on the floor to help or answer questions. As a result, that's why we're strengthening our thought process in the merchandising and

Ginger R. DeMille

how we help sell the product .

One mass retailer said these efforts are crucial to moving products.
'The displays complete the picture. How you emphasize displays has a lot to do...

16/3,K/59 (Item 25 from file: 570)
DIALOG(R) File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

01542029 Supplier Number: 46283570 (USE FORMAT 7 FOR FULLTEXT)
Corporate Profile for Merchandising Solutions, dated April 5, 1996.
Business Wire, p4051023
April 5, 1996
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 370

... to meet the store-level needs of each manufacturer or retailer of computer products. These include: retail channel consulting, category management, syndicated and specialty detailing, sales staff and customer training, and visual and interactive merchandising.

Merchandising Solutions offers its customers both "bundled" and "un-bundled" products and services. That is, manufacturers and retailers have the opportunity to purchase comprehensive merchandising programs, or they can select to limit themselves to specific products or services. Each program Merchandising Solutions develops is unique, and specific for each individual client .

CONTACT : Merchandising Solutions

16/3,K/60 (Item 26 from file: 570)
DIALOG(R) File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

01539278 Supplier Number: 46240865 (USE FORMAT 7 FOR FULLTEXT)
Corporate Profile for Merchandising Solutions, dated March 22, 1996.
Business Wire, p3221031
March 22, 1996
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 375

... to meet the store-level needs of each manufacturer or retailer of computer products. These include: retail channel consulting, category management, syndicated and speciality detailing, sales staff and customer training, and visual and interactive merchandising.

Merchandising solutions offers its customers both "bundled" and "un-bundled" products and services. That is, manufacturers and retailers have the opportunity to purchase comprehensive merchandising programs, or they can select to limit themselves to specific products or services. Each program Merchandising Solutions develops is unique, and specific for each individual client .

CONTACT : Merchandising Solutions

16/3,K/61 (Item 27 from file: 570)
DIALOG(R) File 570:Gale Group MARS(R)

(c) 2007 The Gale Group. All rts. reserv.

01456589 Supplier Number: 44935338 (USE FORMAT 7 FOR FULLTEXT)
Absent-Minded Professor Alert
HFD-The Weekly Home Furnishings Newspaper, v0, n0, p45
August 22, 1994
ISSN: 0746-7885
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 726

... People come into our stores to see the newest things.'
Manufacturers said the retailer is particularly adept at introducing upscale products to consumers because its **sales staff** is very well-trained. At the same time, the company gives full description of products in its catalogs.

Optiva's Sonicare, a toothbrush utilizing ultrasonic...

...the consumer,' Meyer said. 'The Sharper Image can lend the education to the consumer with the copy in their catalogs and their very well-trained **sales staff**.'

Meyer said Optiva executives made instructional presentations to The Sharper Image along with showing a sales-training video. 'They do a super job educating the **consumer** and **helping** to describe and **communicate** a new **product** to the marketplace,' Mayer added. 'They also lend a lot of credibility to the product. Out of all the products out there, they chose ours...

16/3,K/62 (Item 28 from file: 570)
DIALOG(R) File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

01361152 Supplier Number: 43793460 (USE FORMAT 7 FOR FULLTEXT)
Where is the commitment to new products?
Drug Store News, v0, n0, p6
April 26, 1993
ISSN: 0191-7587
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 539

... the best practices of category management and planogram development include dedication to new products: quick cut-ins, secondary displays and promotions, and often higher level **communications** than just **buyer** to **sales rep**. From the retailer's point of view, one big advantage of partnering with suppliers is the ability to learn more - more quickly - about new products...

...retailers pinning too much hope on new products? Good grist for discussion and a special feature in an upcoming issue.

Meanwhile, let the survey findings **help** put new **products** in perspective.

Only 8 percent of new product projects initiated by major companies reportedly survive to reach the market. Only 17 percent that enter the...

16/3,K/63 (Item 29 from file: 570)
DIALOG(R) File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

01358792 Supplier Number: 43770262 (USE FORMAT 7 FOR FULLTEXT)
A DOZEN SELLING SECRETS: Manufacturers and retailers offer insights on the fine points of the business
HFD-The Weekly Home Furnishings Newspaper, v0, n0, p12B
April 12, 1993
ISSN: 0746-7885
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1331

... as ABC's Fraser pointed out. 'Display materials bring awareness to the category. We regard them as an important working tool, a tool that the salesperson can use and reference to help the customer understand the product and its benefits.'

WHAT CUSTOMERS ARE APPROPRIATE TARGETS FOR PAGER SALES?

Any consumer who ever needs to be reachable when away from a telephone is...

...other on a moment's notice, to individuals with special health problems needing to be connected at all times to medical personnel. For virtually any customer, paging can offer a convenient, inexpensive means of communication.

16/3,K/64 (Item 30 from file: 570)
DIALOG(R)File 570:Gale Group MARS(R)
(c) 2007 The Gale Group. All rts. reserv.

01247768 Supplier Number: 42632487 (USE FORMAT 7 FOR FULLTEXT)
SMART VENDORS: It's what's inside that 'counts'
Beverage Industry, v0, n0, p4
Jan, 1992
ISSN: 0148-6187
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 2010

... when the consumer is in the area to debit card compatible vendors."
Pepsi is now testing a number of smart vendors that incorporate "video-like" consumer -interactive features.

According to National Vendors' Edwards, customer communications can be made through its vacuum fluorescent message display. Messages include an up to the moment credit status, product selection made, advice to make another selection, use exact change, the all-important "thank-you" following purchase and custom scrolling messages.

"Diagnostics help the service technician identify a problem spot within the vendor, as well as help the sales person identify what products are selling and which are not," says Dixie-Narco Inc. VP/Group Marketing Doug Huffer.

This year, Dixie-Narco is introducing Multi Price Controller (MPC...
? b papers

18dec07 14:40:10 User249839 Session D8593.5
\$5.80 1.040 DialUnits File47
\$15.36 12 Type(s) in Format 3
\$15.36 12 Types
\$21.16 Estimated cost File47
\$7.02 1.259 DialUnits File635
\$6.16 22 Type(s) in Format 95 (KWIC)
\$6.16 22 Types

Ginger R. DeMille

\$13.18 Estimated cost File635
\$4.72 0.833 DialUnits File570
\$51.30 30 Type(s) in Format 3
\$51.30 30 Types
\$56.02 Estimated cost File570
OneSearch, 3 files, 3.132 DialUnits FileOS
\$1.33 TELNET
\$91.69 Estimated cost this search
\$439.58 Estimated total session cost 63.738 DialUnits

SYSTEM:OS - DIALOG OneSearch

File 145:(Tacoma) The News Tribune 2002-2006/Jun 04
(c) 2006 The News Tribune
*File 145: File 145 is closed (no longer updating).
File 471:New York Times Fulltext 1980-2007/Dec 19
(c) 2007 The New York Times
File 489:The News-Sentinel 1991-2007/Dec 12
(c) 2007 Ft. Wayne Newspapers, Inc
File 492:Arizona Repub/Phoenix Gaz 19862002/Jan 06
(c) 2002 Phoenix Newspapers
*File 492: File 492 is closed (no longer updating). Use
Newsroom, Files 989 and 990, for current records.
File 494:St LouisPost-Dispatch 1988-2007/Dec 16
(c) 2007 St Louis Post-Dispatch
File 631:Boston Globe 1980-2007/Dec 14
(c) 2007 Boston Globe
File 633:Phil.Inquirer 1983-2007/Dec 17
(c) 2007 Philadelphia Newspapers Inc
File 634:San Jose Mercury Jun 1985-2007/Dec 14
(c) 2007 San Jose Mercury News
File 638:Newsday/New York Newsday 1987-2007/Dec 18
(c) 2007 Newsday Inc.
File 640:San Francisco Chronicle 1988-2007/Dec 16
(c) 2007 Chronicle Publ. Co.
File 641:Rocky Mountain News Jun 1989-2007/Dec 18
(c) 2007 Scripps Howard News
File 642:The Charlotte Observer 1988-2007/Dec 16
(c) 2007 Charlotte Observer
File 643:Grand Forks Herald 1995-2007/Dec 13
(c) 2007 Grand Forks Herald
File 701:St Paul Pioneer Pr Apr 1988-2007/Nov 18
(c) 2007 St Paul Pioneer Press
File 702:Miami Herald 1983-2007/Dec 13
(c) 2007 The Miami Herald Publishing Co.
File 703:USA Today 1989-2007/Dec 14
(c) 2007 USA Today
File 704:(Portland)The Oregonian 1989-2007/Dec 13
(c) 2007 The Oregonian
File 706:(New Orleans)Times Picayune 1989-2007/Dec 18
(c) 2007 Times Picayune
File 707:The Seattle Times 1989-2007/Dec 16
(c) 2007 Seattle Times
File 708:Akron Beacon Journal 1989-2006/Sep 21
(c) 2007 Akron Beacon Journal
File 709:Richmond Times-Disp. 1989-2007/Dec 10
(c) 2007 Richmond Newspapers Inc
File 712:Palm Beach Post 1989-2007/Dec 15
(c) 2007 Palm Beach Newspapers Inc.
File 713:Atlanta J/Const. 1989-2007/Dec 16
(c) 2007 Atlanta Newspapers

Ginger R. DeMille

File 714:(Baltimore) The Sun 1990-2007/Dec 16
 (c) 2007 Baltimore Sun
 File 715:Christian Sci.Mon. 1989-2007/Dec 18
 (c) 2007 Christian Science Monitor
 File 716:Daily News Of L.A. 1989-2007/Dec 14
 (c) 2007 Daily News of Los Angeles
 File 717:The Washington Times Jun 1989-2007/Dec 18
 (c) 2007 Washington Times
 File 718:Pittsburgh Post-Gazette Jun 1990-2007/Dec 18
 (c) 2007 PG Publishing
 File 719:(Albany) The Times Union Mar 1986-2007/Dec 17
 (c) 2007 Times Union
 File 720:(Columbia) The State Dec 1987-2007/Dec 14
 (c) 2007 The State
 File 721:Lexington Hrlld.-Ldr. 1990-2007/Nov 07
 (c) 2007 Lexington Herald-Leader
 File 722:Cincinnati/Kentucky Post 1990-2007/Dec 17
 (c) 2007 The Cincinnati Post
 File 723:The Wichita Eagle 1990-2007/Dec 14
 (c) 2007 The Wichita Eagle
 File 724:(Minneapolis)Star Tribune 1989-1996/Feb 04
 (c) 1996 Star Tribune
 *File 724: File 724 is closed (no longer updates). Use
 Newsroom, Files 989 and 990, for current records.
 File 725:(Cleveland)Plain Dealer Aug 1991-2007/Dec 17
 (c) 2007 The Plain Dealer
 File 731:Philad.Dly.News 1983- 2007/Dec 18
 (c) 2007 Philadelphia Newspapers Inc
 File 732:San Francisco Exam. 1990- 2000/Nov 21
 (c) 2000 San Francisco Examiner
 *File 732: This paper no longer updates. Last update: 20001121
 File 733:The Buffalo News 1990- 2007/Dec 16
 (c) 2007 Buffalo News
 File 734:Dayton Daily News Oct 1990- 2007/Dec 14
 (c) 2007 Dayton Daily News
 File 735:St. Petersburg Times 1989- 2007/Dec 16
 (c) 2007 St. Petersburg Times
 File 736:Seattle Post-Int. 1990-2007/Dec 17
 (c) 2007 Seattle Post-Intelligencer
 File 738:(Allentown) The Morning Call 1990-2007/Dec 13
 (c) 2007 Morning Call
 File 740:(Memphis)Comm.Appeal 1990-2007/Dec 14
 (c) 2007 The Commercial Appeal
 File 741:(Norfolk)Led./Pil. 1990-2007/Dec 17
 (c) 2007 Virg.-Pilot/Led.-Star
 File 742:(Madison)Cap.Tim/Wi.St.J 1990-2007/Dec 15
 (c) 2007 Wisconsin St. Jrnl
 File 743:(New Jersey)The Record 1989-2007/Dec 13
 (c) 2007 No.Jersey Media G Inc
 File 744:(Biloxi) Sun Herald 1995-2007/Dec 15
 (c) 2007 The Sun Herald

Set Items Description

--- -----

? exstg50736833

Processed 10 of 47 files ...

Processing

Processed 40 of 47 files ...

Processing

Completed processing all files

S1 92074 SALESPERSON OR SALES() (STAFF OR PERSON OR PEOPLE OR REP

```

OR REPS OR REPRESENTATIVE? ?)
S2      897  S1(6N) (ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR
NOTIFIES OR NOTIFICATION? ? OR CONTACT? ? OR CONTAINING
OR COMMUNICAT?)
S3      47932 (CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR
CONSUMER) (10N) (ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY?
OR NOTIFIES OR NOTIFICATION? ? OR CONTACT? ? OR
CONTAINING OR COMMUNICAT?)
S4      319  S3(10N) (BOSS OR SUPERVISOR? ? OR UPPER()MANAGEMENT OR
EMPLOYER? ?)
Processed 10 of 47 files ...
Processing
Processed 40 of 47 files ...
Processing
Completed processing all files
S5      132796 (SELECT? OR PICK? OR HELP? OR ASSIST? ? OR ASSISTING OR
CHOOSE? OR CHOOSING) (6N) (ITEM? ? OR PRODUCT? ? OR GOODS
OR MERCHANDISE)
Processed 40 of 47 files ...
Processing
Completed processing all files
S6      38616 (CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR
CONSUMER) (6N) (COMPLAINT? ? OR COMPLAIN OR COMPLAINS OR
UNHAPPY OR UN()HAPPY OR ESCALATE? ?)
S7      0    S2(100N)S4(100N)S5
S8      1    S2(100N)S4(100N)S6
S9      0    S2 AND S4 AND S5
S10     2    S2 AND S4 AND S6
S11     12   S1(100N)S3(100N)S5
S12     1    S6(100N)S11
S13     3    S9 OR S10 OR S12
S14     3    RD (unique items)
? s s8:s14
S15     14   S8:S14
? rd
S16     14   RD (unique items)
? show files;ds
File 145:(Tacoma) The News Tribune 2002-2006/Jun 04
(c) 2006 The News Tribune
File 471:New York Times Fulltext 1980-2007/Dec 19
(c) 2007 The New York Times
File 489:The News-Sentinel 1991-2007/Dec 12
(c) 2007 Ft. Wayne Newspapers, Inc
File 492:Arizona Repub/Phoenix Gaz 19862002/Jan 06
(c) 2002 Phoenix Newspapers
File 494:St LouisPost-Dispatch 1988-2007/Dec 16
(c) 2007 St Louis Post-Dispatch
File 631:Boston Globe 1980-2007/Dec 14
(c) 2007 Boston Globe
File 633:Phil.Inquirer 1983-2007/Dec 17
(c) 2007 Philadelphia Newspapers Inc
File 634:San Jose Mercury Jun 1985-2007/Dec 14
(c) 2007 San Jose Mercury News
File 638:Newsday/New York Newsday 1987-2007/Dec 18
(c) 2007 Newsday Inc.
File 640:San Francisco Chronicle 1988-2007/Dec 16
(c) 2007 Chronicle Publ. Co.
File 641:Rocky Mountain News Jun 1989-2007/Dec 18
(c) 2007 Scripps Howard News
File 642:The Charlotte Observer 1988-2007/Dec 16
(c) 2007 Charlotte Observer

```

Ginger R. DeMille

File 643:Grand Forks Herald 1995-2007/Dec 13
(c) 2007 Grand Forks Herald
File 701:St Paul Pioneer Pr Apr 1988-2007/Nov 18
(c) 2007 St Paul Pioneer Press
File 702:Miami Herald 1983-2007/Dec 13
(c) 2007 The Miami Herald Publishing Co.
File 703:USA Today 1989-2007/Dec 14
(c) 2007 USA Today
File 704:(Portland)The Oregonian 1989-2007/Dec 13
(c) 2007 The Oregonian
File 706:(New Orleans)Times Picayune 1989-2007/Dec 18
(c) 2007 Times Picayune
File 707:The Seattle Times 1989-2007/Dec 16
(c) 2007 Seattle Times
File 708:Akron Beacon Journal 1989-2006/Sep 21
(c) 2007 Akron Beacon Journal
File 709:Richmond Times-Disp. 1989-2007/Dec 10
(c) 2007 Richmond Newspapers Inc
File 712:Palm Beach Post 1989-2007/Dec 15
(c) 2007 Palm Beach Newspapers Inc.
File 713:Atlanta J/Const. 1989-2007/Dec 16
(c) 2007 Atlanta Newspapers
File 714:(Baltimore) The Sun 1990-2007/Dec 16
(c) 2007 Baltimore Sun
File 715:Christian Sci.Mon. 1989-2007/Dec 18
(c) 2007 Christian Science Monitor
File 716:Daily News Of L.A. 1989-2007/Dec 14
(c) 2007 Daily News of Los Angeles
File 717:The Washington Times Jun 1989-2007/Dec 18
(c) 2007 Washington Times
File 718:Pittsburgh Post-Gazette Jun 1990-2007/Dec 18
(c) 2007 PG Publishing
File 719:(Albany) The Times Union Mar 1986-2007/Dec 17
(c) 2007 Times Union
File 720:(Columbia) The State Dec 1987-2007/Dec 14
(c) 2007 The State
File 721:Lexington Hrl'd.-Ldr. 1990-2007/Nov 07
(c) 2007 Lexington Herald-Leader
File 722:Cincinnati/Kentucky Post 1990-2007/Dec 17
(c) 2007 The Cincinnati Post
File 723:The Wichita Eagle 1990-2007/Dec 14
(c) 2007 The Wichita Eagle
File 724:(Minneapolis)Star Tribune 1989-1996/Feb 04
(c) 1996 Star Tribune
File 725:(Cleveland)Plain Dealer Aug 1991-2007/Dec 17
(c) 2007 The Plain Dealer
File 731:Philad.Dly.News 1983- 2007/Dec 18
(c) 2007 Philadelphia Newspapers Inc
File 732:San Francisco Exam. 1990- 2000/Nov 21
(c) 2000 San Francisco Examiner
File 733:The Buffalo News 1990- 2007/Dec 16
(c) 2007 Buffalo News
File 734:Dayton Daily News Oct 1990- 2007/Dec 14
(c) 2007 Dayton Daily News
File 735:St. Petersburg Times 1989- 2007/Dec 16
(c) 2007 St. Petersburg Times
File 736:Seattle Post-Int. 1990-2007/Dec 17
(c) 2007 Seattle Post-Intelligencer
File 738:(Allentown) The Morning Call 1990-2007/Dec 13
(c) 2007 Morning Call
File 740:(Memphis)Comm.Appeal 1990-2007/Dec 14

(c) 2007 The Commercial Appeal
 File 741: (Norfolk) Led./Pil. 1990-2007/Dec 17
 (c) 2007 Virg.-Pilot/Led.-Star
 File 742: (Madison) Cap.Tim/Wi.St.J 1990-2007/Dec 15
 (c) 2007 Wisconsin St. Jrnl
 File 743: (New Jersey) The Record 1989-2007/Dec 13
 (c) 2007 No.Jersey Media G Inc
 File 744: (Biloxi) Sun Herald 1995-2007/Dec 15
 (c) 2007 The Sun Herald

Set	Items	Description
S1	92074	SALESPERSON OR SALES() (STAFF OR PERSON OR PEOPLE OR REP OR REPS OR REPRESENTATIVE? ?)
S2	897	S1(6N) (ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIF-IES OR NOTIFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNI-CAT?)
S3	47932	(CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (10N) (-ALERT? OR WARN? ? OR WARNING? ? OR NOTIFY? OR NOTIFIES OR NOT-IFICATION? ? OR CONTACT? ? OR CONTAINING OR COMMUNICAT?)
S4	319	S3(10N) (BOSS OR SUPERVISOR? ? OR UPPER()MANAGEMENT OR EMPL-OYER? ?)
S5	132796	(SELECT? OR PICK? OR HELP? OR ASSIST? ? OR ASSISTING OR CH-OOSE? OR CHOOSING) (6N) (ITEM? ? OR PRODUCT? ? OR GOODS OR MERC-HANDISE)
S6	38616	(CUSTOMER OR SHOPPER OR CLIENT OR BUYER OR CONSUMER) (6N) (C-OMPLAINT? ? OR COMPLAIN OR COMPLAINS OR UNHAPPY OR UN()HAPPY -OR ESCALATE? ?)
S7	0	S2(100N)S4(100N)S5
S8	1	S2(100N)S4(100N)S6
S9	0	S2 AND S4 AND S5
S10	2	S2 AND S4 AND S6
S11	12	S1(100N)S3(100N)S5
S12	1	S6(100N)S11
S13	3	S9 OR S10 OR S12
S14	3	RD (unique items)
S15	14	S8:S14
S16	14	RD (unique items)

? t16/3,k/all

16/3,K/1 (Item 1 from file: 471)
 DIALOG(R)File 471:New York Times Fulltext
 (c) 2007 The New York Times. All rts. reserv.

04183159 NYT Sequence Number: 815535011224 (WSE FORMAT 7 FOR FULLTEXT)

E-Commerce Report; Buy it online and pick it up at the store? Many consumers are doing exactly that to speed delivery.

Bob Tedeschi

New York Times, Late Edition - Final ED, COL 01, P 5

Monday December 24 2001

DOCUMENT TYPE: Newspaper LANGUAGE: English RECORD TYPE: Fulltext

SECTION HEADING: SECTC

Word Count: 1281

... Direct, which includes the company's online and catalog division, the new system actually serves two purposes. Aside from allowing customers to order online and pick up goods in person, the new system enables salespeople in the stores to check inventory of nearby warehouses and retail locations, so they do not lose a sale if their own store is out of stock.

Although much of the system is automated, Mr. Honan said it also required some legwork by sales people. When an online customer

indicates he wants to **pick** up the **item** at the store, the Web site alerts a **sales person** in that particular store, via a hand-held computer. The worker then checks to make sure the item is on the shelves, puts it aside for the **customer**, and **alerts** the Web site that the item is waiting.

The site then e-mails the customer to let her know to come pick it up. (To...

...these are "mostly items you'd expect, like tools, bigger-ticket items like snow throwers, even refrigerators."

Sears's most popular category for in-store **pick** -up, Mr. Honan said, is sporting **goods**, with 63 percent of the customers opting to drop by the store to get their treadmills, table tennis sets and the like. Over all, Mr ...

16/3,K/2 (Item 2 from file: 471)
DIALOG(R)File 471:New York Times Fulltext
(c) 2007 The New York Times. All rts. reserv.

01243523 NYT Sequence Number: 017787860813 (USE FORMAT 7 FOR FULLTEXT)
COMPANY NEWS; U.S. CHIPS FACE TEST IN JAPAN
SUSAN CHIRA, Special to the New York Times
New York Times, Late City Final Edition ED, COL 3, P 1
Wednesday August 13 1986
DOCUMENT TYPE: Newspaper LANGUAGE: English RECORD TYPE: Fulltext
SECTION HEADING: SECTD
Word Count: 1497

... Japanese companies now possess similar technological capabilities, they may need to import only the most sophisticated chips from the United States. T.I. Japan's **sales representatives** must now reach beyond purchasing agents to **help** engineers design **products** that would use the company's chips, Mr. Yoshizaki said.

In such a competitive environment, Mr. Hayashida said, the quality of a company's sales...

...with your product,' probably the first reaction from some companies here is, 'We have to contact the United States and get instructions.'

"This kind of **communication** never works. You have to visit the **customer**, learn what the problem is, be quick to **communicate**. Sometimes you can't do anything about it logically, but the emotional reaction is very important."

Long, Tangled Effort

Although the formula has apparently worked...

16/3,K/3 (Item 1 from file: 492)
DIALOG(R)File 492:Arizona Repub/Phoenix Gaz
(c) 2002 Phoenix Newspapers. All rts. reserv.

09242241
SERVICE SOLUTION STARTING MYSTERY-SHOPPING COMPANY CLEARLY WORTH OWNER'S
\$1,000 GAMBLE

Arizona Republic (AR) - Saturday, August 30, 1997
By: Mike Fiema, Arizona Business Gazette
Edition: Final Section: Chandler Community Page: EV8
Word Count: 857

...up to speed, and to reward them for doing a good job."

Mystery shopping is no mystery, really: A ServiceTRAC employee poses as an average customer and reports back on the experience in terms of initial contact, sales presentation, closing skills and other factors. Nowell says his company does from 500 to 800 shops each month, tapping into a national database of mystery shoppers that ServiceTRAC helped to create.

He said that a customer's definition of friendliness depends on what they're buying. A salesperson at a housing development is held to a higher standard, for example, than a teenager taking an order at a fast-food joint.

"In the housing industry, you expect the salesperson to step forward, shake your hand, look you in the eye and use your name in conversation," Nowell said. "Companies train their staffs to sell...

...information.

"They needed a strategic plan to create an integrated set of standards," Nowell said.

ServiceTRAC broadened its services, creating focus groups and sales-oriented product manuals to help clients articulate the story of their business.

Nowell has even used mystery shopping to help his own company. He detected an unsettling trend about two...

16/3,K/4 (Item 2 from file: 492)
DIALOG(R)File 492:Arizona Repub/Phoenix Gaz
(c) 2002 Phoenix Newspapers. All rts. reserv.

09240055

ON SERVICE, MYSTERY SHOPPERS TELL ALL COMPANIES FIND OUT IF WORKERS MEASURE UP

Arizona Business Gazette (AB) - Thursday, August 28, 1997

By: Mike Fimea, ABG Staff

Edition: Weekly Section: Profiles in Success Page: 7

Word Count: 941

...up to speed, and to reward them for doing a good job."

Mystery shopping is no mystery, really: A ServiceTRAC employee poses as an average customer and reports back on the experience in terms of initial contact, sales presentation, closing skills and other factors. Nowell says his company does between 500 and 800 shops each month, tapping into a national database of mystery shoppers that ServiceTRAC helped to create.

He notes that a customer's definition of friendliness depends on what they're buying. A salesperson at a housing development is held to a higher standard, for example, than a teenager taking an order at a fast-food joint.

"In the housing industry, you expect the salesperson to step forward, shake your hand, look you in the eye and use your name in conversation," Nowell said. "Companies train their staffs to sell...

...information.

Ginger R. DeMille

"They needed a strategic plan to create an integrated set of standards," Nowell said. ServiceTRAC broadened its services, creating focus groups and sales-oriented **product** manuals to **help** clients articulate the story of their business.

Nowell has even used mystery shopping to help his own company. He detected an unsettling trend about two...

16/3,K/5 (Item 1 from file: 634)
DIALOG(R)File 634:San Jose Mercury
(c) 2007 San Jose Mercury News. All rts. reserv.

06209027

FIRM ASSAILED BEFORE THREE STATES GROUNDED EAGLE
San Jose Mercury News (SJ) - Saturday July 27, 1991
By: RENEE KOURY, Mercury News Staff Writer
Edition: Alameda County/AM Section: Local Page: 1B
Word Count: 811

... s Office is investigating 42 complaints from across the nation about American Gold Eagle, including some from California. Most were lodged by the company's **sales representatives** who claim American Gold Eagle failed to give them promised refunds on unsold products. Others allege the company is running a pyramid operation.

Inquiries received...

... brochures popped up recently in the San Ramon area, grabbing the attention of Contra Costa County's district attorney's office. The prosecutors issued a **consumer alert** Wednesday saying it was an illegal multilevel marketing scheme, and ordered the firm to stop doing business.

American Gold Eagle representatives in North Carolina declined...
... legal business," he said. "They have cleared the way of legal obstacles in every state."

Jacobs and his wife, Anita, started recruiting Fremont parents as **sales representatives** Monday night. They said they could help them raise money for schools devastated by recent budget cuts.

But the Jacobses said Thursday they would halt...

... people. Those two would each sell to two others, and those four would each sell to two others, thus expanding the market geometrically.

Other company **products** include gold jewelry, self- **help** tapes on how to get rich, and portable security devices.

The Jacobses said parents could keep their commissions or put them into the Youth Educational...

16/3,K/6 (Item 1 from file: 638)
DIALOG(R)File 638:Newsday/New York Newsday
(c) 2007 Newsday Inc. All rts. reserv.

08763201

40 Years of Down-Home Service with Modern High-Tech Expertise
Newsday (ND) - Thursday September 19, 1996

Ginger R. DeMille

By: Information for this article was provided by the advertiser.
Edition: QUEENS Section: QUEENS BUSINESS SPEAKS OUT Page: C04
Word Count: 372

... E., and many more. The store is in fact, a Panasonic family dealer - qualified to handle with expertise the full collection of that company's product .

The courteous sales staff will help you understand every dimension of the new and sometimes complex technology. They can answer questions about fax machines, check printers, and key telephone systems. Telecommunications and portable audio are specialties.

By welcoming innovations, checking out the best in high tech equipment and working to respond to new consumer demands, Electronic City has rocketed smoothly into the wireless communications age. If you want cellular phones, personal pagers and a complete line of accessories, you'll find what you want right here.

Look, too, for...

16/3,K/7 (Item 1 from file: 641)
DIALOG(R)File 641:Rocky Mountain News
(c) 2007 Scripps Howard News. All rts. reserv.

12500000

NFL THIS WEEK TEAMS, THE LOWDOWN, NUMBERS GAME, TIPPING THE SCALES

Rocky Mountain News (RM) - FRIDAY, November 12, 2004

By: Richard Lord, Rocky Mountain News

Edition: Final Section: Football Weekend Page: 9F

Word Count: 1,370

TEXT:

... Sunday * Bears QB Craig Krenzel has completed less than 50 percent of his passes and has been sacked 12 times in 65 pass attempts yet is 2 -0 as a starter thanks to an improved defense . That unit probably will catch a break - Steve McNair (bruised sternum) looks like he won't play. 21 sacks for the Bears defense, three more than it managed all last season. * The Titans will try to force Krenzel to prove he can beat them, crowding the line of scrimmage. That strategy produces a win. Houston (4-4) at Indianapolis...

... them 1-2 in the league. * Houston's offense is good, Indy's offense is great. The Colts' superior run-pass balance gives them a decided edge , especially at home. Baltimore (5-3) at N.Y. Jets (6-2) 11 a.m. Sunday * Bad timing for Quincy Carter - he makes his first...
... start in place of injured Chad Pennington against the nasty Ravens defense. His past (30 TDs, 36 INTs with Dallas) suggests he's not equal to the task. The Jets' run defense looked vulnerable against Buffalo. 62 .4 passer rating for opposing QBs against the Ravens "D," the lowest rating against any NFL defense. * Unless Carter shocks the world (unlikely), Baltimore will...

16/3,K/8 (Item 2 from file: 641)
DIALOG(R)File 641:Rocky Mountain News
(c) 2007 Scripps Howard News. All rts. reserv.

09631112

THE TRAINING GAME DENVER'S TEAM HELPS COMPANIES USE LAPTOPS AS ANOTHER

Ginger R. DeMille

SALES TOOL, NOT JUST A FILE CABINET

Rocky Mountain News (RM) - Monday, May 11, 1998
By: Michele Conklin Rocky Mountain News Staff Writer
Edition: Final Section: Business Page: 1B
Word Count: 712

...them over."

It's too soon to measure results, but Walker is confident the training will improve results. "Any time we can increase the tools sales people have is going to lead to increased sales," he said.

INFOBOX

LAPTOP LESSONS

Most common problems that salespeople make with laptops:

- * Forgetting to recharge batteries...

...more effectively using a laptop for sales:

- * Build questions that help "close" the sale into the presentation.

- * Create a presentation that enables the customer to select product and options from the screen.

- * Keep a copy of a proposal, contract or purchase order on the laptop that can be edited. Print it in...

...through the presentation.

- * Don't allow the laptop to dominate the call. At several points, close the lid and turn your body to face the customer to re-establish eye contact.

LIB3

16/3,K/9 (Item 1 from file: 702)
DIALOG(R) File 702: Miami Herald
(c) 2007 The Miami Herald Publishing Co. All rts. reserv.

01074961
STORER PROMISES TO OVERHAUL SOUTH DADE CABLE SYSTEM
Miami Herald (MH) - FRI OCT 07 1983
By: CASEY FRANK Herald Staff Writer
Edition: FINAL Section: LOCAL Page: 2C
Word Count: 283

...the Dec. 1 deadline and outlined these corrective efforts the company is making:

- * Increasing from 63 to 126 the number of telephone "slots" for fielding customer complaints.

- * Having supervisors contact new customers to verify installation

appointments are kept.

* Having **sales representatives** warn would-be customers they may experience periodic outages due to bad weather, electronic failures and other mishaps.

Tony Bello, Dade County cable coordinator, called the...

16/3,K/10 (Item 1 from file: 704)
DIALOG(R)File 704:(Portland)The Oregonian
(c) 2007 The Oregonian. All rts. reserv.

07097005

IF IT'S BROKE, COMPLAIN ABOUT IT
Oregonian (PO) - WEDNESDAY, April 7, 1993
By: SALLY CHRISTENSEN of The Oregonian staff
Edition: FOURTH Section: LIVING Page: D04
Word Count: 544

TEXT:

... consumer, you have the right to expect quality products and services at fair prices. If you don't get them, you have the right to **complain**. The U.S. Office of Consumer Affairs' 'Consumer's Resource Handbook' offers tips on how to do so effectively. Here are some of them -- and some that I've picked up...

... a file about your complaint; include copies of sales receipts, repair orders, warranties, canceled checks and contracts.

*Go back to where you made the purchase. **Contact** the salesperson and calmly and accurately explain the problem and what action you would like taken.

If a salesperson isn't helpful, ask for the **supervisor** or manager and calmly restate your case. Most **consumer** problems are resolved at this point.

*Allow each person you **contact** some time to work before you contact someone else. That includes Action. We won't duplicate the work of other agencies or efforts you've...

16/3,K/11 (Item 1 from file: 714)
DIALOG(R)File 714:(Baltimore) The Sun
(c) 2007 Baltimore Sun. All rts. reserv.

06350142

A DIFFERENT PITCH CUSTOMER-CENTERED TECHNIQUE EMPLOYED BY SALESPeOPLE
TRAINED TO LISTEN

BALTIMORE MORNING SUN (BS) - Monday, December 16, 1991
By: Alyssa Gabbay
Edition: Final Section: Financial (Maryland Business Week) Page: 3
Word Count: 1,308

... serious business reasons to do this, but what you're doing then is elevating yourself above the herd," he said.

* Get feedback. Few salespeople will **contact** a **client** after a sale's completion to find out whether he is pleased with the product, said Spencer

Ginger R. DeMille

Johnson, co-author of "The One-Minute Sales Person."

"People are afraid they'll become aware of a problem, and they don't want to know about it," he said. But often a phone ... or two can bring more benefits than harm.

If there isn't a problem, you're giving your client a pat on the back for choosing your product and, possibly, obtaining some referrals from him. If something has gone wrong, you can work to correct it before it becomes serious. Either way, you...

16/3,K/12 (Item 1 from file: 734)
DIALOG(R) File 734: Dayton Daily News
(c) 2007 Dayton Daily News. All rts. reserv.

09841004
PC TECH SUPPORT CAN BE COSTLY
Dayton Daily News (DA) - Monday, December 7, 1998
Edition: CITY Section: SMARTMONEY Page: 10
Word Count: 631

...you may be charged for the help.

When buying software, look for support information inside the package. It's a good idea to ask the salesperson any questions you have about software technical support. Keep in mind that many companies require you to register your product before they will assist you.

If you have to pay for technical support, one way to keep the cost down is to keep the call short. Also, consider the...

... just assume you know how to install items. But each item is a unique product and may have unique installation instructions.

* IF YOU HAVE A consumer question for the BBB, send it to Consumer Alert, Dayton Daily News, 45 S. Ludlow St., Dayton, Ohio, 45402. Donna Childs is President and CEO of the BBB.

(CATEGORY) CONSUMER NEWS & ADVICE

16/3,K/13 (Item 1 from file: 741)
DIALOG(R) File 741: (Norfolk) Led./Pil.
(c) 2007 Virg.-Pilot/Led.-Star. All rts. reserv.

12777065
National contest rewards seven years of thinking
Virginian-Pilot, The (Norfolk, VA) - SUNDAY, October 03, 2004
By: JON W. GLASS
Edition: VP - The Virginian-Pilot Section: Local Page: B 1
Word Count: 413

16/3,K/14 (Item 2 from file: 741)
DIALOG(R) File 741: (Norfolk) Led./Pil.
(c) 2007 Virg.-Pilot/Led.-Star. All rts. reserv.

Ginger R. DeMilie

12760071

LOCAL SCENE

Virginian-Pilot, The (Norfolk, VA) - THURSDAY, September 16, 2004

Edition: VP - The Virginian-Pilot Section: Business Page: D 2

Word Count: 158

...When: 11:30 a.m.

Where: Lake Wright Hotel, 6280 Northampton Blvd., Norfolk.

Cost: Nonmembers, \$10; First-timers, \$5.

Contact: JoAnn Stevenson at 443-4261 or joann.stevenson@dfas.mil.

* Local Scene highlights management-level and other professional positions, awards and local business changes. Submit **items** to Local Scene, Business News, 150 W. Brambleton Ave., Norfolk, VA 23510. **Photos** cannot be returned. **Items** may be e-mailed to biz@pilotonline.com.